

**MSCM  
Handbook  
Cohort 19  
Fall 2017-2018**

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# Section 1: Curriculum and Class Schedule

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## Structure and Content of MSCM Program

The MSCM Program is a comprehensive program that includes classes and skills training covering a variety of conflict management topics such as mediation, facilitation, and program evaluation. Each of these elements form an integral part of the program and are designed in order to allow you, the student, to determine your interests based on exposure to the wide variety of options available in the field of conflict management. While many of the skills learned are cumulative, none are intended to be more important than any others.

The MSCM Program consists of the following courses:

### Fall 2017

- MSCM 7210 Conflict Theory
- MSCM 7220 Negotiation Theory
- MSCM 7230 ADR Continuum
- MSCM 7205 Basic Mediation Training Clinic

### Spring 2018

- MSCM 7400 Conflict Management Research Methods
- MSCM 7310 Interpersonal, Intergroup, and Community Conflict; Workplace/Organizational Conflict
- MSCM 7315 Organizational and workplace conflict
- MSCM 7325/7355 Advanced Civil or International Mediation Clinic
- MSCM 7335/7365 Organizational Leadership or International Crisis Clinic

### Summer 2018

- MSCM 7320 Public Policy Disputes; Cross-Cultural and International Conflict Resolution
- MSCM 7500 Conflict Management Systems Design
- MSCM 7600 Study of Specific Conflict Management Environment

### Fall 2018

- MSCM 7710/7715 Field Experience-Study Abroad or Domestic Conference
- MSCM 7720 Field Study and Field Work Reports
- MSCM 7705 Advanced Applied Skills Training

There are certifications and additional levels of training available outside of this academic program; however, you are not, at any time, required to attend these additional trainings. Registrations or certifications in any particular area of the field, participation in external trainings, or attendance at courses or meetings not listed above are not required by the MSCM Program but are your personal choice. If you choose to pursue registrations or certifications, to take external trainings, or to attend external courses or meetings, it is your responsibility to understand the nature of these activities, the certification requirements (if any), and to be financially responsible for your participation.

Additional certifications may be a valuable part of your professional development, but that is something you must determine based on your personal career goals and consultation with any mentors or advisors you may have. Prior to participating in any trainings or certifications, please research the official requirements of the certifying body. If you have any questions regarding trainings and certifications and their relation, if any, to this program, we strongly encourage you to contact Dr. Sherrill Hayes at (470) 578-6499 or via email at [shayes32@kennesaw.edu](mailto:shayes32@kennesaw.edu) before attending.

# MSCM Skills Matrix

Core skill areas for Masters-level students (*)	Foundations 7210 7220 7230 7205	Critical Knowledge & Skills 7310 7320 7305	Methods/ Evaluation / Design 7400 7500	Specific Environment 7600 7710/15 7720	Methods 7205 7325/55 7335/65 7705	Essential areas of Knowledge <input checked="" type="checkbox"/>
1. Mediation skills and Procedures	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	1. Cont. of methods for addressing conflict
2. Conflict assessment	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	*	2. Ethics
3. Communication skills-listening/ assertion	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	*	3. Negotiation theory
4. Ethical sensitivity	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	4. Problem-solving methods
5. Negotiation (distributive/ integrative)	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	*	5. Power issues
6. Creative thinking/ problem-solving/ decision-making	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	6. Range of mediation models
7. Critical thinking	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	* <input checked="" type="checkbox"/>	*	7. Competition/ cooperation theories
8. Communicating-written (basic & scholarly papers)	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	*		8. Cross-cultural; gender, age, race, class
9. Application of CM theories in particular contexts	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	9. Dispute system design
10. Understanding of full range of CM theories	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	<input checked="" type="checkbox"/>	*	10. Social psychology/ group dynamics
11. Group facilitation	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	*	11. Sociology of conflict/ social institutions
12. Understanding the use of social science research	* <input checked="" type="checkbox"/>	* <input checked="" type="checkbox"/>	*	<input checked="" type="checkbox"/>		12. Communication, language, persuasion, debate
13. CM systems design principles			*		*	
14. Self-knowledge (self-awareness)	*	*	*	* <input checked="" type="checkbox"/>	*	
15. Mastery of a specific subject area specialization				*		
16. Working in teams	*	*				
17. Research design, data gathering and analysis			*			
18. Basic understanding of the legal system	*					
19. Arbitration, adjudicatory skills	*					

# Section 2: Academic Policies

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## Program Objectives

- To provide a working knowledge of the fundamentals of conflict management
- To provide students with clear direction for independent study
- To provide students with appropriate process models for approaching conflicts
- To guide students in the design, implementation, and evaluation of process models for specific conflict environments
- To help students develop a process model for collaboration
- To demonstrate intentional collaboration through the development of the cohort
- To encourage students to develop the habit of reflection and to incorporate the principles of reflective practice into the class process, and
- To provide and practice models of ethical behavior.

## Academic Expectations

The faculty will work with students to develop a dynamic environment in which students can best meet the objectives described above. This environment should be characterized by intellectual curiosity, collaboration, and trust. Students will be expected to actively participate in all phases of the program and to provide the faculty with ongoing constructive evaluation of the program.

### Attendance

Since class meetings are limited, it is imperative that students attend all class meetings. A student missing class for any reason is expected to contact the faculty member teaching the class in advance and complete any assigned make up work. Students missing class for any unexcused absence will receive a grade penalty. Skills clinic courses are graded as Pass/Fail; therefore, students who miss a clinic weekend will receive an F. Makeup work for clinic classes shall be given only at the discretion of the faculty member. Individual exceptions to this rule will be limited to cases of emergency, serious illness, or exceptional circumstances, which still require contacting the faculty member and discussing it with her/him. **Since students will be working in groups, it is imperative that they honor commitments to the group. Failure to do so will be viewed as a serious breach of trust.**

### Academic Performance

Graduate students are expected to earn grades of A or B. Graduate students must maintain a 3.0 grade point average (GPA) or higher in order to graduate. Kennesaw State University does not use pluses or minuses in its calculation of your GPA. Every effort will be made to keep MSCM students informed about their progress and to work with them to avoid such an outcome. Students who receive a course grade below “B” must schedule a meeting with the MSCM Director to develop a remediation plan. For more information see Academic Policies: Expectations for Satisfactory Graduate Level Student Performance and Master of Science in Conflict Management: Grade Expectations in the 2016-2017 KSU Graduate Catalog. The Graduate Catalog is available online at <http://catalog.kennesaw.edu/index.php>.

### Academic Standing Policy for Graduate Students

Students should familiarize themselves with the Academic Policies of the University and refer to the online Graduate Catalog for complete information:

<http://catalog.kennesaw.edu/content.php?catoid=25&navoid=2181>

Graduate students are expected to earn grades of at least “B” in most of their course work for their degree. For graduation, a graduate student must have earned a cumulative grade-point average of at least 3.0 in all graduate course work at Kennesaw State University and a grade of “C” or better in each course presented to meet degree requirements.

## Academic Methodology

### Cohort Model as Laboratory for Learning Conflict Management

The cohort model has been chosen for this program to create a learning environment that fosters a high degree of trust, encourages experimentation, and creates a willingness to take risks. Because the integrity of the cohort is central to the learning experience, MSCM classes (other than skills development classes) will not be open to other University students, and classes outside the MSCM curriculum will not be accepted for credit toward the MSCM.

Each cohort of students in the MSCM program will have a unique opportunity to participate in an organic process. The cohort will join with the faculty in exploring an approach to working together that furthers the investigation of conflict management. The cohort serves as an ongoing opportunity to proactively develop skills in communication and collaboration between individuals and within groups. As you will learn, conflict is not inherently positive or negative rather, it is manner in which we address conflict that makes it constructive or destructive. The cohort and the faculty will constitute a community that is, like any other community, subject to conflict. For this reason, the input of students regarding all aspects of the program is sincerely encouraged. If/when problems among cohort members arise, students are strongly urged to deal with a conflict by working within the group to resolve problems as they arise. If students' attempts to resolve conflict are unsuccessful, they are welcome to enlist the services of any MSCM faculty member to facilitate a problem-solving discussion.

### Class Meetings and Location

Classes meet every other weekend during the semester on Fridays (3:30 p.m. - 7:30 p.m.) and Saturdays (8:30 a.m. – 3:30 p.m.). The skills clinics are exceptions to this schedule. These exceptions will be clearly noted on the course syllabi. Students will work with the faculty in an interactive environment to develop process skills and substantive knowledge. Classes will include lecture and discussion of the concepts introduced in assigned readings, guest lecturers, small group discussion and analysis, focused exercises and simulations, and reflection upon exercises and simulations through debriefing and discussion. Opportunities for planning for simulations and group projects will be available during class periods.

Unless otherwise stated by the professor, classes meet in **room 006 OR 118 of the Math and Statistics Building**. This is building #365 on campus maps and located near the West Parking Deck on the main campus. The MSCM offices are located in suite 209 of the Math and Statistics Building.

### Skills Development – Clinics and Embedded Certificates

A number of training clinics are offered as a part of MSCM program curriculum. These “clinic” courses are distinguished from other courses because they: focus on the development of a particular skill (e.g. mediation, coaching, grant writing, and are graded courses. These applied learning experiences are also the foundation for the Embedded Certificates within the program, so are essential to your development as a conflict management professional.

**Students who miss a clinic weekend will receive an “F” and those missing any part of a clinic for an excused reason will be required to make up the work, given at the discretion of the faculty member.**

Students who have completed one or more of the skills training courses through previous participation in an

approved training (e.g. GODR approved mediator training) should consult with the faculty member teaching the course and the MSCM Director about their training and experience.

As part of the MSCM program, students may take the 28 Hour General Civil Mediation training course that fulfills the training requirement for civil mediators in the state of Georgia. If the student desires to be eligible for registration as a court-connected mediator you are responsible for paying the registration fee to the Georgia Office of Dispute Resolution (GODR). **This fee cannot be paid by the MSCM program** since becoming a court-connected mediator is not a requirement of the MSCM program. Similarly, students who choose to take the domestic relations mediation course during their final semester of the MSCM program will need to pay a training fee to GODR if they wish to be eligible for registration as a domestic mediator in the state of Georgia. Additional observations and/or co-mediations may be required to meet the training requirements of the GODR. For more information on state promulgated requirements for court-connected mediators go to [www.godr.org](http://www.godr.org).

### **Adding/Dropping Clinic Courses**

For elective courses within the MSCM program, add/drop dates are determined by the KSU Registrar's office and are generally not subject to change after dates specified by the registrar's office. If you are unable to attend the course(s) selected due to a medical absence, please work with the MSCM Directors and the Registrar's office to arrange either a withdrawal or other path forward. If the missed course included travel costs (such as the study abroad or other travel courses) the student may be responsible for non-refundable expenses incurred by the MSCM program on his/her behalf.

### **Embedded Certificates**

MSCM graduates have applied their learning to a variety of professional pursuits, with many enhancing or expanding their areas of responsibility within management, human resources, or education; while others have undertaken new career directions as mediators, facilitators, ombudsmen, leaders of faith communities, and patient care advocates. Alumni feedback suggests the MSCM curriculum is well-suited to a range of domestic and international positions across the corporate, non-profit, and public sectors. The opportunities are virtually limitless for leveraging the MSCM degree for use in whatever your chosen profession may be. Additionally, many of our graduates say that the personal development they achieve over the course of the MSCM is just as beneficial as the professional development received. The MSCM program produces well-informed, insightful and reflective citizens to lead in today's challenging environments.

#### **The Justice and Organizations Certificate**

The Justice and Organizations Certificate provides students additional specialist training in skills related to organization conflict management and dispute resolution to prepare students to work in court systems as well as public, private, non-profit sectors. The courses students should take in order to receive this certificate are: MSCM 7205, 7325, 7335, 7705, and complete a final project appropriate to Justice and Organizations in 7720.

#### **The International Conflict Management Certificate**

The International Conflict Management Certificate provides additional knowledge and skills development to prepare students to work effectively in non-governmental organizations (NGOs) and international corporate settings. MSCM 7205, 7355, 7365, 7705, and complete a final project appropriate to International Conflict Management in 7720.

Awarding these certificates is at the discretion of the MSCM Program Director and Faculty and they will not be reflected on your official Kennesaw State University transcript.

#### **Group work**

Students will participate in at least one group project. For the project, groups will develop ground rules for working together. Examples of ground rules are expectations regarding the division of labor, attendance at group

meetings, etc. The ground rules will be produced in writing and included with the group's written products. The ground rules developed by the group must be incorporated into the peer evaluation component of the group assignment. In other words, the ground rules should delineate the expectations that group members have for each other, while the evaluation should revisit the ground rules in order to assess the performance of each student.

Conflict is inevitable in group projects. The group projects offer students an opportunity to practice the communication, mediation, and problem-solving skills taught as part of the MSCM program while also delving deeper into substantive areas of theory and practice. The specific requirements of each group project are discussed within the individual syllabi.

## **Evaluation**

There are four components to evaluation for the MSCM program: (1) student self-evaluations; (2) student peer evaluations; (3) student evaluation of the program; and (4) faculty evaluations of students and grading.

### **Student Self-Evaluation**

Students are encouraged to conduct ongoing self-evaluation through the use of journals. A journal provides both a vehicle for reflection and a record of progress. One of the objectives of the MSCM is that participants become "reflective practitioners."

### **Student Peer Evaluations**

Students may be asked to evaluate the work of other students in their group projects. Peer evaluation is an important aspect of the development of the Cohort, as well as an important safeguard for students whose grades depend upon group work. Students will evaluate others on the basis of the ground rules they develop in the group. Students are encouraged to discuss all concerns with other students in an open, candid, and constructive manner. At the discretion of the faculty, peer evaluation may be considered as part of a student's participation grade. Please refer to the sections above on "Group Work" and "Cohort Model" for further information.

### **Student Program Evaluation**

Students will evaluate the program on an ongoing basis through reports of the discussion groups and through contact with the faculty. This evaluation will provide the basis for adjustments as needed in an evolving curriculum. Students will evaluate each course through the reporting of discussion groups, through a full class evaluation, and through contact with the faculty. The faculty and students should consider the program as organic and view opportunities to improve the program as part of the pedagogical experience. At the end of each semester, students will fill out evaluation forms to assess the academic courses and the success of the program in meeting stated goals and may also be asked to do other evaluations for the university.

### **Faculty Evaluation and Grading**

The faculty will evaluate students based on the quality of their participation in all aspects of the program, including class participation, individual papers, and group projects. Take-home or in-class examinations may be required in some courses. At the discretion of the faculty, peer evaluation may be considered as part of a student's participation grade.

### **Papers**

All papers will be typed and stapled in the top left corner, double-spaced, in 11 or 12 point font. Students must include a cover sheet with name and phone number. All pages except the cover sheet should be numbered.

The cover sheet is not included when a specific number of pages is required. All papers must be submitted in hard copy or email. Late papers are subject to lowered grades, at the discretion of the instructor. Papers must be submitted by 5 p.m. on the date due unless an extension is granted or otherwise specified. Students should keep a copy of all papers. If a student's poor work on a paper places a student in danger of receiving a "C", the

faculty may allow the student to rewrite the paper. If the paper is rewritten, the student shall not receive a grade above “B” for the rewritten paper. With adequate notice, faculty may be available to review drafts of your writing assignments. Contact the appropriate professor in advance to discuss this possibility.

### **Student Conduct and Academic Integrity (SCAI)**

All students at Kennesaw State University are expected to familiarize themselves with and be held accountable to the KSU Student Code of Conduct, which includes both elements of “academic honesty” and “disruption of campus life”. The full Code can be found here: <https://web.kennesaw.edu/scai/content/ksu-student-code-conduct>

### **Plagiarism**

As a graduate program, we take academic integrity, especially plagiarism very seriously. In addition to the KSU SCAI procedures and sanctions that shall apply to all students, the MSCM program reserves the right to dismiss a student for multiple acts of plagiarism. Depending upon the severity of the plagiarism any of the following penalties may apply at the discretion of the faculty member and MSCM Director: a failing paper grade, a failing course grade, and/or expulsion from the MSCM program.

We are also aware that not everyone fully understands plagiarism; therefore we have included this section taken from the SCAI Office to better inform you. The full text is available at:

<https://web.kennesaw.edu/scai/content/why-cheatingplagiarism-wrong-and-what-will-happen-if-i'm-accused-academic-misconduct>

Section II A of the KSU student code of conduct states, “No student shall receive, attempt to receive, knowingly give or attempt to give unauthorized assistance in the preparation of any work required to be submitted for credit (including examinations, laboratory reports, essays, themes, term papers, etc.). Unless specifically authorized, the presence and/or use of electronic devices during an examination, quiz, or other class assignment is considered cheating. Engaging in any behavior which a professor prohibits as academic misconduct in the syllabus or in class discussion is cheating. When direct quotations are used, they should be indicated, and when the ideas, theories, data, figures, graphs, programs, electronic based information or illustrations of someone other than the student are incorporated into a paper or used in a project, they should be duly acknowledged. No student may submit the same, or substantially the same, paper or other assignment for credit in more than one class without the prior permission of the current professor(s).”

#### 1. Deliberate Plagiarism

- Buying a paper
- Getting someone else to write a paper for you
- Deliberately not acknowledging sources so that the teacher will believe the writing is yours
- Thinking that a few words or lines taken from another sources really don't matter; that they're trivial & don't need to be acknowledged

#### 2. Accidental Plagiarism (Sometimes called Misuse of Sources) Is Still Plagiarism and Will Get You in Trouble.

- Forgetting to put quotations around direct quotes (often happens with careless Internet “cut & paste” work)
- Paraphrasing too close to the original writing. (Just changing a few words isn't sufficient)
- Thinking that if you list all sources in a bibliography or works cited page you don't need to also cite within the body of the paper
- Not knowing the rules of the citation style book you're supposed to follow

#### 3. Too many direct quotations linked by a few sentences written by you may not be plagiarism, assuming you use quotation marks and cite properly, but it's a poorly written paper (you need to do your own work and show your own thoughts & ideas) and will probably cause you to earn a bad grade

## Registration

Students can register during Early or Final Registration or no later than Drop/Add each semester. Students can view course registration status through Owl Express using their Net ID and Password. Failure to successfully complete all courses before the final fall semester may lead to an administrative withdrawal for non-completion.

## Professional Conference or Study Abroad

In the final fall semester, students who have successfully completed each course from the previous semesters (Fall, Spring and Summer) are expected to travel with the MSCM faculty and cohort colleagues to either a study abroad or a conference experience selected by the MSCM leadership team. This is a 2-credit course that is a required part of the MSCM curriculum. Specific requirements will be covered in individual syllabi. Students are expected to follow the participating faculty member's complete instructions. If you know in advance that you have special travel needs (e.g. fear of flying, etc.) please discuss them with the MSCM Program Director as soon as possible.

Students are required to select between the proffered travel options by the dates specified by the MSCM leadership team. Changing after that date will generally be disallowed due to logistical concerns and costs of planning group travel. If illness or a family emergency leads a student to drop out of his or her chosen travel option, s/he may be required to reimburse the program for any costs incurred. Graduation from the MSCM program may be delayed, since this is a required part of the MSCM program. The MSCM Director will recommend a course of action for the student to make up the required 2 credits. This may include waiting 12 months to re-take the 2 credit course with the next cohort (additional costs may apply).

Additionally, the following rules apply to student travel with the MSCM program:

- Students are not allowed to bring family members or friends on these trips. If students want to stay longer in the location, as long as the visa requirements allow this, they may invite family or friends to join them at their cost. If a student decides not to come back with the MSCM group, s/he will need to pay for any additional travel costs and changes to the group rate on the round-trip ticket.
- Trip decisions **are required by June 1<sup>st</sup>** and a **color copy of your passport** to hold your place.
- There may be written work required as part of this 2-credit course, as laid out in the accompanying syllabus.
- MSCM students pay for round-trip airfare, accommodations, conference registration, speakers' fees, museum entrance fees or activity fees, and some meals. The MSCM cannot pay for costs associated with obtaining a passport, required vaccinations, some visa fees (depending on the country of travel), airline baggage fees, optional excursions, meals, or upgrades to flights or lodgings.
- In some years, the Study Abroad office may offer small stipends or scholarships to help cover these costs, but these cannot be guaranteed in advance.
- Students are required to abide by the KSU Study Abroad policies and expectations regarding behavior and alcohol consumption. Students will receive detailed information on these policies in advance of travel.
- General expectations: Similar to a business trip, students are encouraged to engage in social activities and local culture so long as doing so does not interfere with their participation in required lectures and course activities, nor does it interfere with the abilities of their classmates or faculty members to do so.

## Grades

Grades for MSCM courses are due in the Registrar's Office according to the dates published in the Course Schedule each semester. Grades can be accessed online through the Owl Express web site at [https://owlexpress.kennesaw.edu/prodban/twbkwbis.P\\_WWWLogin](https://owlexpress.kennesaw.edu/prodban/twbkwbis.P_WWWLogin).

## Incomplete Grades

Graduate students must complete a course for which they received an “Incomplete”, by the end of the next semester. The grade will automatically revert to an “F” if the Registrar’s office does not receive a grade change form in a timely manner. Students are not to re-register for a course for which they received an “Incomplete”

## Grade Changes

Grade Changes, for any reason, are not allowed after the end of the next semester for which the course was completed.

## Field Work

Any student who earns below a “B” in any course will forgo the opportunity to do the research option in Field Work.

## Graduation

### Graduation Ceremony

MSCM Cohort **19** will graduate in **December 2018**. Exact dates and times for the ceremony will be announced at the beginning of fall semester 2017.

### Petition to Graduate

The Petition to Graduate is during **summer semester 2018**, and it is in online format through Owl Express. Currently, a diploma fee is required of all degree candidates and is payable after the petition to graduate is submitted. The diploma fee is nontransferable and nonrefundable.

## Graduate Certificate in Leadership and Ethics

The Center for Conflict Management and The Siegel Institute for Leadership, Ethics, and Character (ILEC) have partnered to provide you with an opportunity to enhance your MSCM degree with the Graduate Certificate in Leadership and Ethics. The Certificate program complements the theories and skills learned in conflict management with advanced education in leadership and ethics.

The Graduate Certificate in Leadership and Ethics is a graduate program designed to prepare students to become ethical leaders in a variety of environments. The Certificate program provides a unique opportunity for students to explore the intersection between ethics and leadership in a professional environment. Students gain valuable knowledge and skills to prepare them for leadership positions in organizations ranging from business to health care to education. **Students must complete their MSCM degree prior to taking ILEC courses.** All courses in the certificate are offered via online and in-class options. MSCM students are required to complete the following courses in order to receive the Certificate. No additional MSCM courses are required.

- ILEC 8800 Foundations of Ethics
- ILEC 8810 Foundations of Leadership
- ILEC 8980 Leading and Shaping an Ethical Culture

For more information, please see the 2014-2015 KSU Graduate Catalog.

## Withdrawal Process

To officially withdraw from the MSCM program, students must complete the MSCM withdrawal form. The form is available on request from the Administrative Director of the MSCM program. However, students

experiencing difficulty in the program or personal emergencies should notify the MSCM director as soon as possible to discuss options **before** withdrawing from the program. Once the completed withdrawal form has been received by the MSCM office, the Office of the Registrar will be notified and you will be withdrawn from all courses.

The date that the completed form is received will be considered the official KSU withdrawal date, which will be used in the calculation of any tuition refund or refund to Federal student aid and/or HOPE scholarship programs. Please note that the deadlines for withdrawing without academic penalty, as listed in the MSCM handbook, are different from the dates published by KSU for regular graduate programs.

### **Students Changing Majors, Programs, Levels, etc...**

Students wishing to change their major from one Masters level program to another Masters level program, or change their concentration within a program, should submit the “Change of Major/Concentration” form on the Graduate Admissions website. Once submitted by the student the form is routed to the new program for review. The new program will review the student as they would any other student coming into their program.

Students finishing a Master’s program who wish to move into a Specialist or Doctorate (or finishing a Specialist and moving to a Doctorate) should complete a new online graduate application. Students that have finished, or are about to finish, one Master’s program and want to begin a second Master’s program, should complete a new application AND complete the “Petition to Begin a Second Graduate Degree” form.

### **Deadline to Withdraw without Academic Penalty**

Visit the KSU Registrar’s website to determine each semester’s deadline to withdraw without academic penalty: <https://web.kennesaw.edu/registrar/>

### **Academic Considerations**

Students who withdraw from a course before the deadline will receive a “W” in that course. Students who withdraw after the deadline published on the Registrar’s website but before the last three weeks of the semester will receive a “WF,” which will be counted as an “F” in the calculation of their grade point average. For

MSCM students, nine hours of “F” or three failing grades on satisfactory/unsatisfactory courses, means the student “...will be dismissed from further graduate study at Kennesaw State University.” As stated in the KSU Graduate Catalog, “The only exceptions to these withdrawal regulations will be for instances involving unusual circumstances, which are fully documented.” For further information on this policy, see *Withdrawal from Courses* in the KSU Graduate Catalog.

### **Financial Considerations**

Please see the refund policy on page 26. Students who withdraw from the MSCM program before the Deadline may receive a partial tuition refund. The replacement cost of missing or damaged books will be subtracted from the refund.

### **Undergraduate Students taking Graduate Courses**

Other than the Accelerated Bachelor’s Master’s Degree Program (see [http://www.kennesaw.edu/graduate/accelerated\\_degree.shtml](http://www.kennesaw.edu/graduate/accelerated_degree.shtml)), Undergraduate students are not allowed to take Graduate courses.

## Office Hours

### Core Faculty Office Hours

**Dr. Sherrill Hayes:**

To schedule an appointment, email [shayes32@kennesaw.edu](mailto:shayes32@kennesaw.edu) or call office (470-578-6499) or mobile (678-206-8897) between 8:00 am and 8:00 pm. Dr. Hayes is available to meet with students on or off- campus.

**Dr. Volker Franke:**

Available by appointment. To schedule an appointment, email [vfranke@kennesaw.edu](mailto:vfranke@kennesaw.edu) or call 470-578-2931. Dr. Franke is available to meet with students on or off-campus.

**Dr. Timothy Hedeem:**

Available by appointment. To schedule an appointment, email [tkhedeem@kennesaw.edu](mailto:tkhedeem@kennesaw.edu). Dr. Hedeem is available to meet with students on or off-campus.

**Dr. Heather Pincock:**

Available by appointment. To schedule an appointment, email [hpincock@kennesaw.edu](mailto:hpincock@kennesaw.edu) or call 770-794-7758. Dr. Pincock is available to meet with students on or off-campus.

**Dr. Susan Raines:**

Available by appointment. To schedule an appointment, email [sraines@kennesaw.edu](mailto:sraines@kennesaw.edu) or call 770-815-4428 between 8:00 am and 8:00 pm. Dr. Raines is available to meet with students seven days a week on or off- campus.

**Dr. Paul Story**

Available by appointment. To schedule an appointment, email [pstory@kennesaw.edu](mailto:pstory@kennesaw.edu) or call 470-578-6594.

### MSCM Administrative Office Hours

The MSCM Office Suite is open from 9:00 am-4:30 pm Monday - Friday.

Available by appointment. To schedule an appointment, email [awood47@kennesaw.edu](mailto:awood47@kennesaw.edu) or call 470-578-6637.

# Section 3: Academic Support Services

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## **The Department of Career Planning and Development**

KSU's Career Planning and Development Center has a designated staff member to work exclusively as a "career coach" for graduate students. This individual can provide one-on-one counseling, resume and cover letter review, videotaped practice interviews, and insights regarding the job search process. In addition, a variety of career-related programs (workshops, career expos, on-campus recruitment, etc.) are scheduled throughout the year to aid students with their professional development during this phase of their career. Students may contact the The Department of Career Planning and Development at 470-578-6555 to schedule an appointment to meet with **Karen Marks**, the Career Services Coordinator for Graduate Students. The Department is located on the second floor of Kennesaw Hall. For more information visit their web site, <http://careers.kennesaw.edu/>.

## **The ESL Study and Tutorial Center**

Located in Library Room 442, the ESL Study and Tutorial Center provides computers for academic work, study tables, and a library of ESL textbooks and other reading and writing texts. Tutoring is available in writing, reading, pronunciation, and test preparation. The Center also conducts the Conversation Partners Program fall and spring semesters. For more information visit the Center's website, <http://uc.kennesaw.edu/academicinitiatives/esl.php>. For an appointment, contact David Schmidt at 470-578-6377, or [dschmidt@kennesaw.edu](mailto:dschmidt@kennesaw.edu).

## **International Study Retention Services**

The purpose of International Student Retention Services (ISRS) is to assist international students while in the United States and attending Kennesaw State University. The ISRS office can provide advice and assistance with admissions, visas, registration, housing, academic, personal, and social issues. The ISRS office is located in the Carmichael Student Center, rooms 257, 258 and 259.

## **Audio Visual Services (AV)**

AVTS provides a variety of multimedia services, equipment, and training. Some of the services AVTS offers are multimedia training and production assistance, graphics creation, file conversion, and desktop publishing. The AVTS lab is located on the fourth floor of Sturgis Library and is open to students, faculty, and staff Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information: <http://uits.kennesaw.edu/support/av.php>

## **Writing Center**

The Writing Center is a free service available to all KSU students. The Writing Center can provide assistance with topic development, drafting, grammar, punctuation, research writing, and documenting sources for any discipline. Sessions at the Writing Center emphasize learning rather than proofreading, but the tutors will also help you to improve your editing and proofreading skills. The Writing Center is located in Rm 242 of the Humanities Building and is open Monday through Thursday 9:00 a.m. to 8:00 p.m., Friday 9:00 a.m. to 12:00 p.m., and Sunday 1:00 p.m. to 5:00 p.m. To set up an appointment visit the Writing Center's website, [www.kennesaw.edu/english/WritingCenter](http://www.kennesaw.edu/english/WritingCenter).

## Student Disability Services (SDS)

A number of services are available to help students with disabilities with their academic work. In order to make arrangements for special services, students should visit the office and make an appointment to arrange an individual assistance plan. Students who wish to participate in an activity or program offered by the university and need accommodations should contact the office sponsoring the program at least five days prior to the program so that arrangements can be made. For more information about policies, services provided, and how to register, please visit [http://www.kennesaw.edu/stu\\_dev/dsss/welcome.html](http://www.kennesaw.edu/stu_dev/dsss/welcome.html).

# Section 4: Administrative Information

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## Change of Address

A change of address should be updated through Owl Express. The student is responsible for updating any changes with the Registrar's Office and the MSCM office throughout the program and after graduation. Graduates of the program are kept on our mailing and email lists to receive the MSCM Newsletter and postings of job announcements, as desired.

## Authorization of Release of Information

To request that your academic records (excluding transcripts, which must be requested from the Office of the Registrar) or other personal information be transmitted to a third party, complete the Release Form located on page 26 of the Appendix and submit it to: the MSCM Administrative Director by fax (470-578-9151) or mail (Conflict Management, 365 Cobb Ave. MD 1603, Kennesaw, GA 30144).

## Enrollment Verification

Upon request, the MSCM office will provide students with enrollment verifications and similar documents. To request an enrollment verification letter, complete the Enrollment Verification Request form available in the Appendix of the MSCM handbook. Submit the completed form to the MSCM Administrative Director, in person, in Room 5030A of the Social Sciences building or by fax (470-578-9151). The letter will be issued and mailed within five days. Contact the MSCM Administrative Director at 470-578-6637 if you have any questions about the enrollment verification process. See pages 26-27 for the release form and enrollment verification form.

## Request for Transcripts

Unofficial transcripts may be downloaded and printed through Owl Express or requested from the Registrar. Official transcripts must be requested from the Office of the Registrar via Owl Express. There is currently a service fee to have an official transcript faxed.

## Computer Check-Out Policy

Computers are available for check out on a short-term basis. Students must see the MSCM staff in SO 5030A to sign a release form. A copy of the release form is available on pages 28-30 in the Appendix of this handbook. Any software loaded on the computer **by the student** must be removed before the computer is returned to the

office. Students who fail to return a computer (including all accessories) or who return a damaged computer will be invoiced for the replacement or repair cost of the item(s). Students who fail to return a computer (and all accessories) and do not pay the replacement cost of the item(s) will be placed on academic hold until the item(s) have been paid for or returned

## **Lending Library Policy**

Books, videos, journals and training manuals are available in the MSCM Lending Library, located in MS 209. Items may be checked out for two weeks. If you need additional time, contact the MSCM office at 470-578-6299 to renew the item for another two weeks. If the item has not been returned or renewed within four weeks of the check-out date, you will receive a notice from the MSCM office requesting that the item be returned or renewed. If the item is not returned or renewed at that time, you will be billed for the replacement cost of the item. Students who fail to return an item to the Lending Library and do not pay the replacement cost of the item will be placed on academic hold. Students may only check items out of the lending library when an MSCM staff member is present.

## **Email**

Email is the primary means of receiving communications from KSU and the MSCM program. Students are responsible for reviewing ALL official communication sent from KSU to their campus-assigned e-mail address. As per the university email policy section 6.d:

An official KSU email account shall be considered the official means for communicating University business and may, in some cases, be the sole means of communication. Users are expected to log into their email accounts and shall be presumed to have received and read all official Kennesaw State University email messages sent to these accounts.

([https://policy.kennesaw.edu/sites/web.kennesaw.edu/policy/files/emailusagepolicy\\_11212014.pdf](https://policy.kennesaw.edu/sites/web.kennesaw.edu/policy/files/emailusagepolicy_11212014.pdf))

Because of this expectation, we strongly encourage you to either regularly check this email or to forward it to an email account you do regularly check. As a courtesy, MSCM program communications (e.g. job updates, conference announcements) can be sent to student's personal email; however, students are responsible for providing and updating the MSCM program with a current email address. If no personal email is provided, we will use your university assigned email address. It is worth noting that communications through D2L do not necessarily use or forward to faculty or other students' official university email account, so students should not rely on D2L as a means of communication.

Students who will not have e-mail access for an extended period should provide the MSCM office with an alternate contact method. Changes to your contact information should be submitted to the MSCM office at Room 210 of the Mathematics & Statistics building, using the Change of Address Form included on page 25 of the Appendix.

## **Parking**

All vehicles parked on campus must display a valid KSU parking decal. Vehicles without a valid decal may be ticketed and towed or booted. Each student is issued one parking decal. A parking decal is valid for the duration of your official enrollment at KSU. Decals may be picked up after enrollment at the Card Services Center on the 2nd floor of the Carmichael Student Center. The student to whom a parking decal is registered is responsible for any use of the decal until it has been reported lost or stolen. Replacement parking decals are available and are subject to a replacement fee.

It is the student's responsibility to review and abide by KSU's parking policies and procedures, which are available online at <http://parking.kennesawstateauxiliary.com>. For more information, contact the Office of Parking and Transportation at 470-578-6506 or [parking@kennesaw.edu](mailto:parking@kennesaw.edu).

## Textbooks

All textbooks may be ordered through a third party vendor such as Amazon or Chegg. You may also visit the KSU bookstore for your purchases/rentals. Your textbook list is generated through the bookstore when you register for your classes as shown in the student guidebook emailed to you. You can also view this list on your syllabus.

## Owl Express

Owl Express is the primary information gateway for students, faculty, staff, and advisors. Owl Express provides students with access to information related to his/her progression toward a degree at Kennesaw State University. The primary features of Owl Express that MSCM students may need to access are:

- Viewing Grades and Transcripts
- Online Withdrawal Forms
- Paying Tuition and Fees- Using Owl Express, students can pay any fees associated with the University such as tuition, the petition to graduate, and health center fees.
- Request Official Transcripts
- Financial Aid- Students can log on to Owl Express and view the status of their financial aid awards so that they know how much financial aid they are receiving.
- Holds- Holds may be placed due to missing records or unpaid fees and students can use Owl Express to view any holds placed on their account.

The Owl Express web site can be accessed via the Owl icon on the KSU home page, [www.kennesaw.edu](http://www.kennesaw.edu). To log on to Owl Express enter your Net ID and password or your Student ID# and PIN. For assistance logging on to Owl Express, contact the IT Service Desk at 470-578-3555.

## University Information Technology Services

University Information Technology Services provides technical assistance and instructions on how to set up your email account, create a webpage and use online campus programs, such as Desire2Learn (D2L). They also conduct free workshops and one-on-one training sessions. The KSU Computer Usage Policy is available on the UITS website, <http://uits.kennesaw.edu>. For more information, contact ITS at [service@kennesaw.edu](mailto:service@kennesaw.edu) or 470-578-3555.

## KSU Student ID Card

KSU Student ID Cards may be picked up at the Card Services Center located above the Food Court on the 2nd floor of the Carmichael Student Center (#5 on the Campus Map). The KSU ID lists your KSU #, Net ID, and Library barcode. Your KSU # is used by many campus offices to look up your student files and may also be used to log on to Owl Express. Your Net Id allows you to log into campus computers, Owl Express, your student

email, and D2L. You must have a valid KSU ID card to check out books from the Library, to enter the Wellness Center, to use campus Print/Copy Services, and to obtain a ticket to student-fee sponsored campus events. One KSU ID card is issued free of charge to current students upon presentation of a valid government- issued document that includes a photo. Replacement cards are available for a fee. In order to receive the KSU ID, you must agree to an unobstructed facial photo. For more information, visit [www.kennesaw.edu/idservices](http://www.kennesaw.edu/idservices).

## **Job Finding—LinkedIn**

A MSCM LinkedIn page is offered for the use of MSCM students and alumni. It provides information on recent job and internship announcements to keep students informed about current events and career opportunities in the field. This page is administered by Nicole Connelly. Please join the group sooner rather than later. You do not need permission to join. <http://tinyurl.com/mlktfr4>

# Section 5: Campus Health Information

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## **KSU Health Insurance**

A mandatory insurance plan is in effect for the following student categories:

- All graduate students receiving a tuition waiver as a result of a GRA, GTA, or GA assistantship award.
- All undergraduate, graduate, and ESL international students holding F or J visas.
- All undergraduate and graduate students enrolled in programs that require proof of health insurance.
- All graduate students receiving fellowships that fully fund their tuition.

This plan is optional for all other students.

Students will be billed at the time of registration. The health insurance fee is not included in the MSCM tuition.

A waiver of the health insurance fee may be applied for directly with the insurer. To apply for a waiver, students are asked to provide documentation stating amount of coverage and an ID card from their existing insurance company.

## **KSU Health Clinic**

All MSCM students are eligible for health services offered through the KSU Health Center. There are three locations on campus—House 3215, University Village, and House 3213 (psychiatry and social services). Available services include:

- Illness diagnosis and care: colds, flu, sore throat, infections, etc.
- Chronic disease management: asthma, diabetes, and hypertension, etc.
- Routine exams, including physicals, women's and men's health, STD testing and treatment, etc.
- Immunizations: routine and travel immunizations.
- Psychiatry & Social Services

To schedule an appointment, call 470-578-6644. Fees associated with healthcare services procured at the Clinic will appear on your student account and are not included in the MSCM tuition.

## Immunizations

All students are required to submit verification of immunization before registering for courses. Exemptions are available for special circumstances. The immunization form is available online at <http://admissions.kennesaw.edu/acceptedstudents/immunization.php> in the Appendix of this handbook. For more information about the immunization policy, contact Billy Traylor, Immunization Coordinator, at 470-578-6894.

# Section 6: Tuition and Financial Aid

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## Tuition

Tuition and fee schedules are approved by the Board of Regents on a yearly basis. The University may choose to assess additional fees at any time.

## Payment of Fees

Tuition payments for the MSCM program can be made online or visiting the Bursar's office, located in the KSU Student Center. Payment in full is due on or before the deadline each semester. If you are receiving partial financial aid, the portion of your tuition paid by financial aid will usually be disbursed directly to the University and you are responsible for paying any remaining balance by the deadline. If financial aid is paying the full balance you will not have to make a payment, however you are still responsible for contacting the Office of Student Financial Aid to ensure that your aid application is complete and will be disbursed.

Tuition payments can be made by check, money order, or credit card. Any questions regarding tuition payments should be directed to the Bursar's office, Traci Hubbard 470-578-3264, [thubbard@kennesaw.edu](mailto:thubbard@kennesaw.edu).

## Payment Schedule and Deadlines:

Tuition is prorated over the length of the program and is due each semester according to the following schedule:

**Fall 2017: August 21, 2017**

**Spring 2017: January 16, 2018**

**Summer 2017: TBA**

**Fall 2017: TBA**

Credit card payments can only be made online using Owl Express. Please note that a service fee of approximately 2.75% will be charged to your credit card for using the online service.

## Tuition Fee Waivers and Reimbursements

Kennesaw State University no longer accepts corporate vouchers. Students must submit tuition payments to the Bursar's office by the deadline, then request reimbursement from their company. It is the student's responsibility to review his/her company's tuition reimbursement policy and to understand how and when to request reimbursement. Upon request, the MSCM office will provide enrollment verifications and similar documents to assist with a student's reimbursement process.

## Tuition Assistance Program

University System of Georgia employees are eligible for tuition assistance through the TAP program. TAP will cover up to nine (9) graduate credits per semester at the standard graduate course fee, plus the mandatory fees.

Each term, applications for TAP waivers must be approved by the employee's supervisor and submitted to the TAP coordinator at the home institution (employer) by the following deadlines:

Please speak with the TAP coordinator at your respective institution of employment for TAP applications and deadline information, or contact the Bursar's Office at KSU if you have any questions. For more information: <https://web.kennesaw.edu/hr/content/tap-other-education-opportunities>

## Fee Waiver for Senior Citizens

Students enrolled in the Master of Science in Conflict Management, who are legal residents of Georgia and are **62 years of age** or older at the time of registration for courses, are eligible for a reduction in their tuition. Seniors enrolled in the MSCM program will be required to pay all program costs in excess of Kennesaw State University's standard graduate tuition rate and student fees.

The student will be individually responsible for paying the balance. Please refer to the Graduate Catalog for more information. <http://catalog.kennesaw.edu/content.php?catoid=20&navoid=1665>.

## Out of State Tuition Waiver

International students may apply for out-of-state tuition waivers on the basis of merit, need, or recruitment. This program allows KSU to waive selected fees for a limited number of international students who are presently in the U.S. on an F-1 or J-1 visa. This waiver covers only the out-of-state portion of tuition; the student is still responsible for paying the in-state portion of the tuition. Applicants must maintain lawful F-1 student status during fall and spring semesters by maintaining at least a 3.5 GPA with a minimum course load requirement of 12 credit hours for undergraduate students or 9 credit hours for graduate students. Applicants must also provide documentation from Volunteer KSU of campus/community volunteer activities of at least 20 hours per fall and spring semesters. To apply visit [www.kennesaw.edu/globalinstitute/oisp/tuition.htm](http://www.kennesaw.edu/globalinstitute/oisp/tuition.htm) or contact the Office of International Services and Programs at 470-578-6336.

## Financial Aid

Multiple forms of financial aid are available to students in the MSCM program. All students are strongly encouraged to apply for financial aid. Financial aid is available in the form of federal student loans, private loans, scholarships, and campus employment. Students are encouraged to apply for financial aid from multiple sources to support the completion of their academic program in the event of financial difficulties. Please note that most financial aid providers have application deadlines several weeks to several months before the semester when the aid will be disbursed.

## Federal Financial Aid (FAFSA)

Federal financial aid is available to all students who are U.S. citizens or those who have green cards. All MSCM students who are eligible for federal financial aid are strongly encouraged to complete the Free Application for Federal Student Aid (FAFSA) at least 8 weeks before the beginning of the program and again in January at the beginning of the spring semester. The FAFSA forms are available online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Make sure to indicate that you are a graduate student when completing the application and in correspondence with the Office of Student Financial Aid. All students are strongly encouraged to apply for federal financial aid. There will be

an opportunity after the aid is awarded to accept or decline the funds.

## Federal Subsidized Stafford Loan

Students may apply for this loan by completing the Free Application for Federal Student Aid (FAFSA). Students are allowed to select their lender and loan amount up to their award maximums. Eligible graduate students may borrow up to \$20,500 per year. **At least half-time (5 credit hours)** enrollment is required. The amount of loan eligibility is based on need as determined by the FAFSA and the cost of attendance.

For subsidized loans the federal government will pay the loan interest while the student is enrolled in school, six months after enrollment (grace), or during deferment periods. The rate of interest is fixed at 6.8%. The rate of interest may not exceed 8.25%. Students may be assessed an origination fee up to 3% and a federal default fee of 1% which is deducted from each loan amount. Funds are disbursed to the student through the University. Repayment begins six months after the student ceases to be enrolled at least half-time. Students are allowed 10 years to repay the loan.

## Federal Unsubsidized Stafford Loan

This loan is available to graduate students who choose to borrow above their Subsidized Stafford eligibility. Students borrowing through the Unsubsidized Stafford Loan Program are responsible for the interest on the loan. The amount of eligibility is based on the dependent or independent status of the student and the student's need. The application procedures and interest rates are the same as the Subsidized Stafford Loan Program.

## Federal Graduate Federal Loan

Graduate students are eligible to borrow under the PLUS Loan Program up to the cost of attendance minus other financial assistance. To apply for this loan students must not have an adverse credit history. Students are allowed to select their lender and loan amount. The interest rate is 8.5% fixed. Repayment begins 60 days after graduation or after the course load drops below half-time. The FAFSA is the required application.

## Disbursement:

Federal financial aid (excluding Graduate Plus Loans) is usually disbursed Fall and Spring semesters. It is the student's responsibility to make alternate arrangements to pay for Summer semester. Please make an appointment with a KSU Financial Aid Loan Counselor to discuss how to structure your financial aid to ensure that you will have funds available all four semesters.

Federal financial aid is disbursed after the end of the Drop/Add period each semester. The tuition payment deadline is usually before the federal financial aid disbursement date. Do not depend upon the next semester's funds to pay for a previous semester, as students with delinquent accounts will not be allowed to register for classes. Any funds remaining after tuition has been paid will be transferred to the student's Higher One account.

## Private and State Loans

### Emergency Loan Program

The emergency loan program was designed by KSU to provide temporary assistance to students. There are two types of emergency loans available: the Tuition and Fees Emergency Loan and the Personal Emergency loan. A maximum of three emergency loans while at KSU or one emergency loan per academic year is allowed. Students who need emergency funds for tuition and fees or for personal circumstances, should request an application from the Office of Student Financial Aid.

The Tuition and Fees Emergency Loan is intended to assist students who are unable to pay for Final Registration (including student fees) due to circumstances beyond their control. This loan is limited to resident tuition and fees only. The student must be in good academic standing (2.0 GPA), have been enrolled at KSU for at least one semester, and seeking a degree at KSU.

The Personal Emergency Loan is intended to assist students who experience an emergency affecting their academic attendance or performance after all tuition and fees have been paid. This loan is capped at \$400.

A service charge of \$10 will be added to all emergency loans. The loan must be repaid within 45 days. If it is not repaid, a \$25 late charge will be added to the emergency loan. If a student is late paying an emergency loan, the student is considered delinquent in payment and is no longer eligible for any emergency loans during their academic career at KSU. Students will not be allowed to register for the following semester if they have not repaid their emergency loan. Please note that students cannot receive both the emergency tuition loan and the personal loan in the same semester.

### **Private Loans**

Numerous financial institutions and some private foundations provide loans directly to students. These loans are usually not associated with federal student loans. Loan approval, interest rates, and repayment requirements will vary with each lender. Additional information and application procedures are available from the Office of Student Financial Aid or the lender.

### **Federal Work Study**

This program provides part-time jobs on campus for undergraduate and graduate students who demonstrate financial need based on the FAFSA. Funds for federal work-study are limited and an early application is recommended. For more information visit the Office of Student Financial Aid web site or contact your financial aid counselor.

### **Graduate Research Assistantships**

The MSCM program awards graduate research assistant (GRA) positions (fall, spring and possibly summer semesters, dependent upon funding and University policy). GRAs work closely with faculty on specific projects and, in return, receive a stipend and partial waiver of tuition. Students interested in the Graduate Research Assistantship program should visit the Graduate College web page <http://www.kennesaw.edu/graduate/research.html> or contact Dr. Sherrill Hayes, Director of the MSCM program. GRA applications are available on the Human Resources web page <http://jobs.kennesaw.edu>.

### **Scholarships and Fellowships**

Numerous scholarships and fellowships are available to MSCM students, either through KSU or independently. A list of scholarships and fellowships affiliated with KSU is available on the Office of Student Financial Aid web site, [www.kennesaw.edu/scholarships/](http://www.kennesaw.edu/scholarships/). A list of conflict management-related scholarships is available on the MSCM website, [www.kennesaw.edu/mscm](http://www.kennesaw.edu/mscm) or through the MSCM office by contacting the MSCM Administrative Director at 470-578-6637.

### **Refund Policy**

No refunds are given for withdrawal after the deadlines listed at the KSU Registrar's website: <https://web.kennesaw.edu/registrar/>

If you are due a refund, all approved refunds will be transferred to your HigherOne disbursement account within 6 - 8 weeks after the close of registration. If you have not already done so, you must log on to the HigherOne

web site [www.KSUOne.com](http://www.KSUOne.com) and choose your method of disbursement.

New students who register within fourteen (14) days of the first refund cycle for the semester will receive a Business Services check by mail.

To learn more about funds distribution at KSU, please read An Informative Guide to Fund Distribution at KSU. (<http://www.kennesaw.edu/idservices/debitcardguide.pdf>) To learn more about refund amounts for students who completely withdraw from the University after the last day to drop/add for the term, please read the KSU Institutional Refund Policy. ([www.kennesaw.edu/registrar/students/withdrawal](http://www.kennesaw.edu/registrar/students/withdrawal))

## Section 7: Campus Contacts

Name, Title and Description	Email/Web Address	Phone
<b>Campus Services</b>		
<b>Office of Student Financial Aid</b> Donna Tuitt (Graduate Student Counselor)	<a href="http://financialaid.kennesaw.edu">financialaid.kennesaw.edu</a> <a href="mailto:dtuitt@kennesaw.edu">dtuitt@kennesaw.edu</a>	470-578-6074 470-578-2044
<b>Bursar's Office</b> Traci Hubbard, MSCM Tuition Payments	<a href="mailto:thubbard@kennesaw.edu">thubbard@kennesaw.edu</a>	470-578-6419 470-578-3294
<b>Campus Police:</b> Emergency Non-Emergency	<a href="http://www.kennesaw.edu/police/">http://www.kennesaw.edu/police/</a>	470-578-6666 470-578-6206
<b>KSU Health Clinic</b> Billy Traylor, Immunization Coordinator	<a href="http://studenthealth.kennesawstateauxiliary.com">http://studenthealth.kennesawstateauxiliary.com</a> <a href="mailto:btraylo4@kennesaw.edu">btraylo4@kennesaw.edu</a>	470-578-7566
<b>Sturgis Library:</b> Circulation Desk Reference Desk	<a href="http://www.kennesaw.edu/library/">http://www.kennesaw.edu/library/</a>	470-578-6202 470-578-6325
<b>Writing Center</b>	<a href="http://ksuwritingcenter.com">http://ksuwritingcenter.com</a>	470-578-6380
<b>Student Services</b>		
Information Technology Help Desk	<a href="http://uits.kennesaw.edu">http://uits.kennesaw.edu</a>	470-578-3555
Career Services Center	<a href="https://careerctr.kennesaw.edu">https://careerctr.kennesaw.edu</a>	470-578-6555
Adult Learner Programs	<a href="http://www.kennesaw.edu/stu_dev/alp/">http://www.kennesaw.edu/stu_dev/alp/</a>	470-578-6701
Minority Student Retention Services	<a href="http://www.kennesaw.edu/stu_dev/units.shtml">http://www.kennesaw.edu/stu_dev/units.shtml</a>	470-578-6443
Office of International Services and Programs	<a href="http://www.kennesaw.edu/stu_dev/isrs/">http://www.kennesaw.edu/stu_dev/isrs/</a>	470-578-4392
Student Disability Services	<a href="http://www.kennesaw.edu/stu_dev/dsss/welcome.html">http://www.kennesaw.edu/stu_dev/dsss/welcome.html</a>	470-578-6443
<b>MSCM Faculty and Staff</b>		
MSCM Suite (main line)	<a href="http://www.kennesaw.edu/mscm">www.kennesaw.edu/mscm</a>	470-578-6299
Ansley Wood, Administrative Director	<a href="mailto:awood47@kennesaw.edu">awood47@kennesaw.edu</a>	470-578-6637
Nicole Connelly, Comm. Professional	<a href="mailto:nconnell@kennesaw.edu">nconnell@kennesaw.edu</a>	470-578-6299
Dr. Sherrill Hayes, Director	<a href="mailto:shayes32@kennesaw.edu">shayes32@kennesaw.edu</a>	470-578-6499
Dr. Timothy Hedeem, Professor	<a href="mailto:tkhedeem@kennesaw.edu">tkhedeem@kennesaw.edu</a>	470-578-6879
Dr. Susan Raines, Professor	<a href="mailto:sraines@kennesaw.edu">sraines@kennesaw.edu</a>	470-578-6081
Dr. Heather Pincock, Professor	<a href="mailto:hpincock@kennesaw.edu">hpincock@kennesaw.edu</a>	470-578-7758
Dr. Paul Story, Professor	<a href="mailto:pstory@kennesaw.edu">pstory@kennesaw.edu</a>	470-578-6594

# Section 8: Appendix

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## Change of Address

This form is provided for students who are or have been enrolled in the MSCM program to notify the MSCM office of any changes to their contact information. The completed form may be faxed to 470-578-9151, emailed to the MSCM office, or mailed to Conflict Management, 365 Cobb Ave. MD 1603, Kennesaw, GA 30144. If you have any questions, please contact the MSCM office at 470-578-6299.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_ KSU # \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ Country \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_

Email \_\_\_\_\_ Work Phone \_\_\_\_\_ Fax \_\_\_\_\_

What is your preferred contact method? \_\_\_\_\_

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Permission for Release of Information**  
**for Letters of Recommendation and/or Telephone References**  
**MSCM Program**

Under Federal Law the Family Educational Rights and Privacy Act (FERPA), your professors cannot release any information about your student status, grades or performance in the MSCM program to anyone for any reason.

We cannot write letters of recommendation, verify your enrollment for the purposes of tuition reimbursement with your employer, etc. even if you ask us to do so via phone, without a written release requesting to perform these tasks.

Unless this written release is completed and kept on file with the MSCM program, we will not write letters of recommendation nor speak to anyone to verify your enrollment status or progress in our program. This is to protect your privacy, and to ensure that we release information appropriately. Please consider completing this release and keeping it on file indefinitely, since you may ask us to write recommendations for you or give telephone references some years post-graduation on relatively short notice. You can revoke this release at any time via email to the MSCM Program Executive or Administrative Directors. The MSCM Program will not release any information to a student's parent regarding student grades or enrollment status. If the student wishes to share this information with a parent, s/he will need to do that directly.

I, \_\_\_\_\_ request the Master of Science in Conflict Management (MSCM) program to release any and all information related to my grades, enrollment, graduation status, collegiality, information sought by a potential employer, a current employer seeking information for tuition reimbursement or work release authorization, or another institution of higher education seeking a reference.

Please list any restrictions on the release of information, if any: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I understand this release will be permanent, unless revoked in writing (email, fax or letter) in the future.

\_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_ Cohort # \_\_\_\_\_

## Enrollment Verification Request

This form is provided for students who need a letter verifying their enrollment status for tuition reimbursement, health insurance, or other purposes. Complete the form and submit it to the Program Manager for the Master of Science in Conflict Management. Please allow 3-5 days for processing. The form may be faxed to 470-578-6880, emailed to the MSCM office or mailed to Conflict Management, 365 Cobb Ave. MD 1603, Kennesaw, GA 30144. If you have any questions, please contact the MSCM office at 470-578-6299.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

KSU # \_\_\_\_\_ Phone \_\_\_\_\_

1. The verification letter should be addressed to: (fill in the blanks)

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Title \_\_\_\_\_ Phone \_\_\_\_\_

Institution \_\_\_\_\_

Mailing Address \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code \_\_\_\_\_ Country \_\_\_\_\_

Fax \_\_\_\_\_ Email \_\_\_\_\_

2. The verification letter should be: (check one)

\_\_\_\_ Picked Up by the Student

\_\_\_\_ Mailed

\_\_\_\_ Faxed

3. The following information should be included in the letter: (check all that apply)

\_\_\_\_ Enrollment Status      \_\_\_\_ Expected Graduation Date

\_\_\_\_ GPA      \_\_\_\_ Enrollment Dates

\_\_\_\_ Credit Hours      \_\_\_\_ Pending Degree

Signature \_\_\_\_\_

Date \_\_\_\_\_

## MSCM Laptop Computer Loan Agreement

The undersigned Kennesaw State University student agrees to borrow and the MSCM Program in the Department of Political Science agrees to loan one (1) Dell Laptop Latitude D610 computer upon the terms and conditions of this agreement.

\_\_\_\_\_ agrees that she/he has examined Laptop (KSU Decal# \_\_\_\_\_) Computer, and found it to be in good working condition and will return the laptop in as good a condition as when she/he received it. Borrower agrees that she/he will pay promptly to Kennesaw State University the costs of damage to the laptop computer and software that is a result of the borrowers misuse or negligence. That she/he shall be responsible for the loss of the machine, no matter how caused, and shall pay Kennesaw State University the residual value of the machine and software determined by Academic Department of Kennesaw State University.

\_\_\_\_\_ further agrees not to modify, copy, duplicate, redistribute, retransmit or transfer software in whole or in part, loaded on the laptop. Also, the borrower has been informed that on this laptop there is an internal security system that can track this computer.

### BORROWERS OBLIGATIONS:

The borrower of laptop (KSU Decal# \_\_\_\_\_) computer agrees to the following:

1. Return the laptop computer to the MSCM Department in Political Science within no more than one month of borrowing laptop and completing this form. When returning the computer you must allow time for the computer to be checked in and verify that the computer is in the same condition you borrowed it in (this will take about 10 minutes).
2. Follow all Kennesaw State University Information Technology Computer Usage Policies, The Computer and Network Usage Policy, and The World Wide Web Policy.
3. Remove any and all downloaded or transferred files from the computer before returning the computer to the MSCM office.
4. An appointment must be made to check in/and check out the laptops.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Laptop Inventory Check-Out form

Name: \_\_\_\_\_ KSU ID#: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

KSU DECAL # \_\_\_\_\_ **DELL LAPTOP: Model Latitude E6410**

Items received with laptop # \_\_\_\_\_

Item	Yes	No
Extra Battery		
Laptop Case	X	
Floppy Drive Module		
CD-ROM Module		
Battery Module		
External floppy drive cable		
AC Adapter and power cable	XX	
Mock Battery Module		
Internal Network Card		
Network Cable (loose grey cable)		
Internal Modem Card		
Modem Cable (looks like phone line)	X	
Composite TV-Out Adapter Cable		

My signature below acknowledges the following:

1. I have received all the parts and accessories listed above on this form.
2. I acknowledge that I am financially responsible for any damage done to this computer. I also acknowledge that I am financially responsible for any replacement/repair of parts damaged upon return of this equipment.
3. I acknowledge that I have witnessed the computer being turned on, booting up, and this computer is in perfect working condition, and all parts and pieces are in working condition.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Laptop Inventory Check-In form

Name: \_\_\_\_\_ KSU ID#: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

KSU DECAL # \_\_\_\_\_ **DELL LAPTOP: Model Latitude E6410**

Items received with laptop # \_\_\_\_\_

Item	Yes	No
Extra Battery		
Laptop Case	X	
Floppy Drive Module		
CD-ROM Module		
Battery Module		
External floppy drive cable		
AC Adapter and power cable	XX	
Mock Battery Module		
Internal Network Card		
Network Cable (loose grey cable)		
Internal Modem Card		
Modem Cable (looks like phone line)	X	
Composite TV-Out Adapter Cable		

My signature below acknowledges the following:

1. I have received all the parts and accessories listed above on this form.
2. I acknowledge that I am financially responsible for any damage done to this computer. I also acknowledge that I am financially responsible for any replacement/repair of parts damaged upon return of this equipment.
3. I acknowledge that I have witnessed the computer being turned on, booting up, and this computer is in perfect working condition, and all parts and pieces are in working condition.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_