MASTER OF
Business Administration
MBA ONLINE

STUDENT HANDBOOK

www.frostburg.edu/mba

For more information contact: Office of Graduate Services 301.687.7053 or gradservices@frostburg.edu
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Frostburg State University College of Business
MBA Student Manual

Note: All university business or academic offices’ contact information can be found in Appendix 6.

Frostburg State University’s MBA program was established in 1971 as a Master of Science in Management (MSM) degree offered at the main campus in Frostburg, MD. By 1972 it had expanded to Hagerstown and Frederick, MD. In 1989, Frostburg’s MSM degree was granted MBA status. In 2013 the program switched to a totally online delivery platform. Today it serves around 400 students in several countries around the world.

Appendix 1 lists FSU’s College of Business Vision, Mission, and Core Values.

Description

Frostburg State University’s online MBA is accredited by the Association to Advance Collegiate Schools of Business (AACSB) and consists of 36 credit hours (12 three semester hour courses). Two three-credit Essentials courses (6 hours) may also be required for students who do not have an academic background in business.

Frostburg State University undergraduate students who have completed or who are completing a degree in Accounting may be admitted to the MBA/ACCT option, a 33 credit-hour track which waives the program’s required Accounting course, ACCT 546. This option must be approved by the Program Director and the Accounting Department Chair.

Courses are offered year-round: fall, spring, and summer. Students may begin the program any semester they choose. Each semester consists of 2 seven-week sessions, except for summer which consists of 2 six-week sessions.

See Appendix 3 for list of courses.

Program Goals and Objectives

College of Business Graduate Learning Goals and Objectives:

- Students should be able to demonstrate skill and competence in written communication.
- Students should be able to demonstrate knowledge and skill in the understanding of ethical issues and the application of ethics-based reasoning.
• Students should be able to demonstrate an ability to apply knowledge in new and unfamiliar situations.
• Students should be able to demonstrate general leadership and management knowledge and skills.
• Students should be able to demonstrate specific leadership and management knowledge and skills related to teamwork and collaboration.
• Students should be able to demonstrate knowledge and skills related to strategic integration, situational analysis, critical thinking, and problem-solving.

**Individual Course Goals:**
Each course will have its own set of unique goals tied to course content, which will be reflected in the course syllabus.

**instructor Expectations of Students Taking Courses**
Instructors will make the following assumptions of students entering their courses:

- Students have completed all program orientations offered by the Office of Graduate Services or the College of Business
- Students have familiarized themselves with Canvas, Frostburg University’s Learning Management System (LMS).
  [https://www.frostburg.edu/online/what-is-canvas.php](https://www.frostburg.edu/online/what-is-canvas.php).
- Students have the necessary technology to successfully complete the course
- Students have purchased the textbooks for the course and will be ready to begin the course the first day (or after the drop/add period) of classes
- Students will check the Canvas website frequently throughout the semester to access updated information provided by the instructor
- Students will use their FSU email address for all communications related to the course and will check their FSU email regularly
- Students will contact instructors for help should they have problems successfully completing the course
- Students will be actively engaged in the learning process
- Students will be reflective, analytical, and work up to the standards expected of an MBA student
- Students will treat the instructor and fellow students with respect

Appendix 2 addresses how to succeed in the online environment and further addresses
expectations instructors will have of you as a student in the program.

**Program Delivery**

Frostburg State University’s MBA Program is delivered completely online through the Canvas and BigBlueButton™ platforms. There is no requirement for students to attend classes on the FSU campus or at any satellite facilities.

**Admission Requirements and Process**

Admission to the MBA program is contingent upon the following:

- Baccalaureate degree from a regionally accredited college or university
- Minimal GMAT score of 400 (GRE may be substituted for GMAT)
- Receive a minimum of a 3.0 or higher analytical writing (AWA) score on the GMAT or GRE

**GMAT Waiver**

The GMAT will be waived for the following reasons:

- Have an advanced degree with a 3.0 GPA or higher based on a 4.0 scale.
- Have a bachelor’s degree with a GPA of 3.0 or higher (based on a 4.0 scale) with three years of relevant work experience.
- Have a bachelor’s degree with a GPA of 2.75 or higher (based on a 4.0 scale) with five years of relevant work experience.

Exceptions to GMAT/GRE Waiver Option: Students receiving graduate and/or undergraduate degrees from universities outside of the US where the primary mode of instruction was not English are not eligible for any of the above GMAT/GRE waiver options and must submit qualifying GMAT or GRE test scores and a course-by-course transcript evaluation from an accredited evaluation service providing degree equivalency and GPA.

**Provisional Admission**

If a student does not meet the above admission requirements, s/he may be admitted provisionally in exceptional circumstances. All admission documents must be submitted, including GMAT. If granted provisional admission, students must maintain a grade of B or better in the first 12-15 credit hours.
International Students

International students must meet the above requirements as well as scoring 79 or better on the TOEFL or 6.0 or better on the IELTS test. Please see the Center for International Education website for other English test options. It can be found here: https://www.frostburg.edu/student-life/campus-services/center-for-international-ed/international-students/application-procedures.php

Registration for Courses as Non-Degree-Seeking Student

Students with a GPA of 2.75 (as determined by official transcripts) or higher may register for courses for one semester while completing the application/admission process prior to receiving an admission decision as a non-degree-seeking student. Registration in courses does not guarantee admission and students must successfully fulfill all admission requirements before the end of the semester in order to continue in the program. Students with a GPA below 2.75 do not qualify to register for classes as a non-degree student and must be admitted to the program before they can register for classes.

Students enrolled in other graduate programs may take courses in Frostburg State University’s MBA program for transfer purposes with the permission of the Office of Graduate Services. Contact the Office of Graduate Services at 301.687.7053 or gradservices@frostburg.edu for more information.

Current Curriculum and Course Sequencing

Frostburg’s MBA program consists of 36 credit hours or 12 courses:
- Eight core courses covering topics in Accounting, Economics, Finance, Management, and Marketing.
- Four concentration-based courses of the student’s choice
  - Concentrations include: Business Analytics, Health Care Management and Management.

Students without an undergraduate degree in business or foundation coursework in Management and Accounting at the undergraduate or graduate level may also be required to take one or both of the Essentials courses as pre-requisites for the program. The Program Coordinator will determine the need to take the Essentials courses upon review of the student’s transcript.
A list of courses in the program is included in Appendix 3. Students should check prerequisites and scheduling requirements or seek an advising appointment before registering for classes.

Students may register for a maximum of 12 credits (four courses) in any one semester. Graduate level coursework requires an average of 10-12 hours per week per course in a regular 15-week course. Frostburg State’s seven-week delivery model increases this expectation to 15 -18 hours per week per course. It is recommended that students working full-time not take more than 6 credit hours a semester; one course in each seven-week session. Full-time students may take up to 2 courses per seven-week session but are encouraged to seek advising for developing a course sequence that will pair courses in a manner that considers course content and workload.

**Tuition**

Tuition rates are established by the university and approved by the University System of Maryland Board of Regents. Students will be required to pay all tuition and fees by the published deadlines. Students who do not meet this financial obligation risk deregistration. If a student is deregistered for non-payment, the student may re-enroll, but will be subject to all late fees. Please visit the Billing Office website for information on tuition and fees.

(https://www.frostburg.edu/about-frostburg/Administrative-Offices/billing-office/)

**Technology Requirements and Resources**

Students enrolled in the program should have the correct hardware/software to access courses through Canvas. Please see the following page for more details:

https://www.frostburg.edu/online/technology-requirements.php

Additional technology/software may be required on a course-by-course basis. For, example, many instructors use BigBlueButton™, a real time synchronous platform that allows students to attend live lectures and work sessions and a webcam and/or headset with microphone may be required. Please contact specific instructors with questions.

**Student ID, Email, PAWS, and Canvas Accounts:**

Students will be issued a PAWS account, email address, library access code, and student ID number by the university upon receipt of application and matriculation. These will enable a student to register, activate their email account, and access all electronic systems including Canvas (the course learning management system). This information will be sent to the email account identified in the student’s application materials.
The student ID number and password are the core of computing access at Frostburg State University. They provide managed and secure access to the campus network and computing resources. The student’s username and password allow access to the university PAWS system to determine availability of courses, register for courses, access grades, pay bills, accept financial aid, and apply for graduation.

Important information about access to Email, PAWS and Canvas:

- If you have not received information regarding your username for the email system you should contact the Office of Graduate Services
- Your password can be set up at: https://www.frostburg.edu/information-technology/Services/password-management.php
- Your textbooks can be accessed by the textbook link in the University Bookstore http://frostburg.collegestoreonline.com/
- Your PAWS Student Center is where you can access your academic records, service holds, schedule of classes, and register for courses: https://csprodweb2.frostburg.edu/psp/GoBobcats/?cmd=login
- Your Email Account can be accessed with the same login information used with your FSU network account: http://www.frostburg.edu/mail.
- Your Canvas account is where you will find your courses. Instructors usually open courses a month to two weeks before the course is slated to begin. Check your Canvas course site frequently during this time frame to see if the instructor has posted important information related to the course. https://www.frostburg.edu.canvas/
- Questions about course openings should be directed to the MBA Program Coordinator, Dr. Eyad Youssef at eyoussef@frostburg.edu or 301.687.3173 or the Office of Graduate Services gradservices@frostburg.edu

**Communication with/Feedback from Instructors**

Instructors will indicate in their syllabus how and when they will communicate with students. Some instructors will have virtual office hours, which will be outlined in their syllabus and/or will conduct BigBlueButton™ sessions to discuss course requirements and content. If there are no listed virtual office hours, it is expected that students email the instructor and request an appointment. This can be handled in the format in which both the instructor and student feel is most appropriate including the BigBlueButton™, telephone, skype, Zoom, or other sources that do not require the student to visit campus.
Unless otherwise indicated by the instructor, students can generally expect to receive:

- a list of course materials, textbooks, articles, etc. posted in Canvas at least one month before the semester begins
- a copy of the syllabus posted in Canvas at least two weeks before the semester begins
- a response to emails within 48 hours during the business week
- feedback on written assignments within two weeks of submission

Occasionally, instructors may need to be out-of-town for professional reasons during the semester which may impact the ability to hold office hours or respond to questions within the stated time frame. When such instances occur, instructors will communicate with students via Canvas.

Students are encouraged to use a photographs or avatar in their course communications to help develop a sense of community among peers and with the instructor.

Students should contact instructors if they have questions about course requirements, have trouble maintaining satisfactory academic progress during the course, or if unforeseen issues related to completing the course arise. These contacts should occur as early as possible to enable a successful resolution of issues.

Students are encouraged to use FSU email to communicate with instructors. In the instance where a student would like to discuss issues in more detail which may require real time conversation by phone or BigBlueButton™/Skype, the student should send an email to the instructor asking for such an appointment.

**Textbooks**

Required textbooks for courses will be posted approximately three months prior to the beginning of the semester on the Frostburg State University Bookstore website: [http://frostburg.collegestoreonline.com/](http://frostburg.collegestoreonline.com/). Click on the “Textbook” link and then search classes to see which books are required.

Textbooks will also be posted in the Canvas course approximately one month prior to the beginning of the semester. Please be advised that the international edition of the textbook may not be appropriate for the course. Students should check the course syllabus or contact the instructor if they have questions about required books for the course(s).
Grading

Students’ work will be graded on the following scale:

<table>
<thead>
<tr>
<th>% Achieved</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 – 100%</td>
<td>A</td>
</tr>
<tr>
<td>80 – 89%</td>
<td>B</td>
</tr>
<tr>
<td>70 – 79%</td>
<td>C</td>
</tr>
<tr>
<td>Below 70%</td>
<td>F</td>
</tr>
</tbody>
</table>

As part of the grading process, instructors will provide students with information on how assignments will be assessed. Assessment may take the form of a rubric or a written explanation of what the instructor considers important and necessary for the different grade levels.

While a student’s work ethic and effort is important, grading will be based on demonstration of knowledge and successful completion of assignments.

Incomplete Grades

An incomplete grade is assigned in exceptional cases to students who have completed the majority of the course work and, for some reason, cannot complete the final project/paper/assignment(s). Students need to inform instructors as soon as possible if they feel they may have to request an incomplete grade. Students receiving an incomplete should consult with the instructor to determine when they will need to complete their assignments. An incomplete grade will automatically turn into an “F” grade if not completed within the time frame indicated in the graduate catalog. The instructor has the right to establish deadlines for course completion that are prior to the university policy deadlines.

Course Evaluations

Students are asked to complete a course evaluation at the end of each semester. Students are notified by email as to when the online evaluations are available. All students are encouraged to complete the evaluations (whether the comments are positive or negative) because student feedback is an important tool in designing and delivering the program.

Academic Dishonesty

Academic dishonesty includes any form of cheating and/or plagiarism. Cheating includes, but is not limited to, stealing or altering testing instruments; falsifying the identity of persons for any academic purpose; offering, giving, or receiving unauthorized assistance on an examination,
quiz, or other written or oral material in a course including looking at another person’s answer key or test or taking an online test with assistance from another person; or falsifying information on any type of academic record. The presence of cell phones and/or other electronic devices during an exam may also be considered prima facie evidence of academic dishonesty. Plagiarism is the presentation of written or oral material in a manner which conceals the true source of documentary material; or the presentation of materials which uses hypotheses, conclusions, evidence, data, or the like, in a way that the student appears to have done work which they did not, in fact, do. In cases involving academic dishonesty, a failing grade or a grade of zero (0) for either an assignment and/or a course may be administered. Students who are expelled or suspended for reasons of academic dishonesty may not be admitted to other institutions within the University System of Maryland. Suspension or expulsion for academic dishonesty is noted on a student's academic transcript. See Appendix 5 for the website related to the University’s full list of Policies and Procedures related to student conduct.

**Transfer Credits**

Students may transfer up to 3 courses or 9 credit hours from another accredited graduate program. Transferred courses must have a grade of B or higher and must be determined to be comparable to the courses they will replace in Frostburg State University’s program.

Determinations on whether to accept transfer courses are made by each individual Department Chair and the MBA Program Coordinator. Students asking for transfer credit should submit a copy of their transcript along with course descriptions and course syllabi to the Office of Graduate Services (OGS). Once received, the OGS will forward the documents to the appropriate program administrators and will inform the student upon approval or denial of the student’s request.

**Withdrawal Policy**

Students may withdraw from a course within the established university policies and will be subject to financial or academic restrictions as indicated below.

**Financial Reimbursement Restrictions**

Students should follow the established withdrawal deadlines established by the university and published in the academic calendar found here: [https://www.frostburg.edu/academics/calendar.php](https://www.frostburg.edu/academics/calendar.php).
Refund policies can be found at https://www.frostburg.edu/about-frostburg/Administrative-Offices/billing-office/refund-policy.php

**Academic Impact Restrictions**

Students can withdraw without academic penalty by the deadline specified in the academic calendar for the semester. Withdrawal after the published date will result in a grade of WF (withdraw failing) on the student’s transcript. Exceptions for extraordinary circumstances can be made by the Dean of the College. Students who wish to seek consideration or exception should submit a written request to the Dean of the College of Business outlining the request and the extraordinary circumstances which require withdrawal from the course(s). Students could be impacted financially if federal financial aid has been used. A WF grade will have academic impact and will result in program dismissal.

**Repeat Course Policy**

Students may repeat up to one course in the program. Course repeats are generally permitted for the following reasons:

- A student has received an F, WF or FX in a course and has successfully petitioned for readmission to the program based on extenuating circumstances. Student must successfully repeat the failed course before they can continue in the program and/or graduate.
- A student has received a C in a course and, as a result, does not meet the 3.0 GPA requirement for graduation.

**Medical Withdrawal From Course(s)**

Under exceptional circumstances, on a case-by-case basis, students may be granted medical withdrawal from courses during a semester even if the withdrawal period has passed. Medical withdrawal requires documentation and approval from the Office of Graduate Service and the Assistant VP of Finance. If approved, students must withdraw from all courses. Students could have financial impact if federal financial aid has been received. Students should contact the Office of Graduate Services to receive instruction on how to request medical withdrawal.

**Leave of Absence from Program**

The University policy on time to degree allows 6 years to complete the program from the time a student take their first course. The student will remain active in the program provided they
register for at least one course during an 18-month period. Should 18 months elapse, the student will be discontinued from the program and must reapply to the program for readmission. Students who are readmitted will be required to follow any new catalog requirements and/or new curriculum changes.

**Academic Probation**

Students will be placed on academic probation if their GPA drops below 3.0 at any time during the program. Based on the academic probation policy, students have two semesters (including summer) to reach a 3.0 GPA. If a student does not reach a 3.0 GPA within this timeframe, they will be dismissed from the program. Students on academic probation must contact the Program Coordinator or the Office of Graduate Services to develop a study plan for the remainder of their academic program and a hold will be placed on the student’s record until a 3.0 GPA is reached.

**Dismissal**

Students will be dismissed from the program if:

- They earn two grades below the level of B within the first 6-9 credit hours or within the first two semesters of study
- They earn a grade of F, FX, or WF in any MBA course
- Academic progress is such that the student cannot reach the 3.0 GPA requirement for graduation at any time during the program
- They do not complete the degree within six years of completion of the first graduate course after having been admitted as a degree seeking student. The only exception to the six-year time-limit is an approved extension from the MBA Program Coordinator and the Director of the Office of Graduate Services.

**Dismissal Appeals**

Students dismissed from the program may submit a written appeal to the Dean of the College of Business. The written appeal should contain any extraordinary circumstances that resulted in the student’s dismissal as well as a plan of correction or action that will be or has been implemented to assure successful completion of the degree.

The Dean will consider the student’s appeal for readmission into the program and may consider/request input from the Office of Graduate Services, faculty, and the MBA Program Coordinator. Students may only be readmitted once if dismissed from the program.
Letters of Appeal should be written in formal communication style and sent by attachment to:

Dr. Sudhir Singh  
Dean of the College of Business  
Frostburg State University  
101 Braddock Road  
Frostburg, MD 21532  
ssingh@frostburg.edu

with a copy to the MBA Program Coordinator, Dr. Eyad Youssef – eyoussef@frostburg.edu and the Office of Graduate Services – gradservices@frostburg.edu

Readmitted students must consult with the Director of the Graduate Services and/or the MBA Program Coordinator to discuss a study plan going forward. The consultation could take place in person or virtually.

**Grade Appeals**

Grades can be appealed if there is evidence of arbitrary and capricious grading by the instructor. Before filing a grade appeal, students must review the Grade Grievance Policy in the Graduate Catalog. Below is a summary of the two stages of the Grade Grievance process.

- **Mediation:** Students must first consult with the instructor (in person or in writing) to discuss the grade and see if the matter can be resolved informally. If unsuccessful, the student must approach the instructor’s Department Chair to request mediation. The Chair will consult with both the instructor and the student. Students must submit their request to the chair for mediation no later than the 15th class day of the following semester and expect a response from the Chair no later than the 25th class day.

- **Formal Grievance:** If mediation efforts are unsuccessful, students may file a formal written grievance (see Graduate Catalog for what is contained in the written grievance) to the College Dean with copies to the instructor and his/her Department Chair. The formal grievance must be filed no later than the end of the 30th class day of the subsequent semester. The Dean may dismiss the grievance within 10 class days if there is no evidence of arbitrary and capricious grading by the instructor. Otherwise, the Dean will appoint a grade grievance committee to hear the grievance. All relevant parties to the grievance will be invited to the hearing to present evidence and information. The grade grievance committee will forward its written recommendation...
to the Dean within five class days after the conclusion of the hearing. The Dean may accept, reject, or alter the recommendations of the committee. The Dean’s decision will be sent to the student in writing with copies to all relevant parties. The Dean’s decision is final.

A table outlining the Grievance Process is contained in Appendix 4.

Financial Aid

The University’s Financial Aid Office helps students with loans and scholarships. For information on financial aid visit https://www.frostburg.edu/admissions-and-cost/financial-aid/ or call 301.687.4301.

Graduate Assistantships

Graduate Assistantships are available for students who qualify and are selected through a competitive process. Graduate Assistants will receive tuition remission and bi-weekly stipend based on contract stipulations. Students interested in a Graduate Assistantship should indicate this at the time of application to the program. Students who are admitted and are interested in a GA position should fill out a paper application, provide three references and a resume and submit these documents to the Office of Graduate Services. Paper applications can be found at https://www.frostburg.edu/_files/files/admissions-and-cost/ga-application.pdf. For further information about Assistantships visit https://www.frostburg.edu/admissions-and-cost/graduate/financing-your-education-grad/graduate-assistantships.php or contact the Office of Graduate Services at gradservices@frostburg.edu or 301.687.7053. Deadlines for application are March 1 for fall and October 1 for spring.

Advising

Students are provided a recommended sequence of courses at the time of admission so they can develop their own individual study plans. Individual advising is offered based upon request of the student. Graduate students can request advising by contacting the MBA Program Coordinator or the Office of Graduate Services.
**Graduation**

Students should apply for graduation either the semester before they intend to complete the program or early in their last semester. Applications are submitted through the PAWS system in the following manner:

PAWS → Student Center → Other Academics → Apply for Graduation

Upon receipt of the application, the Office of Graduate Services will perform a transcript audit and will inform students of any outstanding deficiencies. Students will be notified by the Office of Special Academic Services about commencement ceremony details via mail and email.

**Interdisciplinary Program**

Students enrolled in the Master of Education Interdisciplinary Graduate Program at Frostburg State University may take up to six MBA courses towards completion of the program graduation requirements. Courses in the MBA Program must be part of the student’s study plan and require approval from the MBA Coordinator or the Office of Graduate Services. Contact the Graduate Services Office for registration and enrollment assistance. Contact the MBA Program Coordinator for guidance on course selections.

**Program Civility**

The Frostburg State University MBA Program has approved the following civility statement and policy to ensure respect and regard for others in an online environment:

*In keeping with the Core Values of the College of Business, certain actions will not be tolerated. These actions involve any communication that could be characterized as discriminatory, discourteous, threatening, harassing, disruptive, distracting, and inappropriate. This policy applies to behavior and language used in any communications or exchanges via email, online, or in person with faculty or support personnel at the university or program level.*

*A first-time violation of this policy by a student will result in a warning from the instructor, and subsequent violations will involve the MBA Program Coordinator’s intervention to discuss various options with the student and offer suggestions for improvement. Serious violations are grounds for dismissal from the program. Students may appeal such dismissals in writing to the Dean of the College of Business.*
Disability Discrimination Policies

Frostburg State University is committed to compliance with all federal, state, and local laws dealing with discrimination and disability issues. For access to our policies, visit https://www.frostburg.edu/compliance/ada-info/ADA-Policies/index.php.

The university’s Disability Support Services office assists students with disabilities in their efforts to successfully complete the program. To access assistance to request accommodations/services you should contact the Disability Support Services office at 301.687.4483 or lbennett@frostburg.edu.

For more information about Disability Support Services please visit the DSS website at https://www.frostburg.edu/academics/academic-success-network/disability-support-services-home/.

Mandatory Reporting of Child Abuse

Please be aware that according to Maryland law, educators are required to report past and present child abuse and neglect even when the victim is an adult and even when the alleged abuser is deceased. If you disclose current or past abuse/neglect in class, in papers, or to your instructor personally, educators are required to report the situation.

Please be advised that additional information on many of the topics contained in this manual is in Frostburg State University’s Graduate Catalog which can be accessed online at the FSU Website: https://www.frostburg.edu/admissions-and-cost/graduate/online-graduate-catalog-2018-2020.php
APPENDICES

APPENDIX 1 – College of Business Core Values

“Experience Learning, Experience Success.”

VISION: The College of Business will be the educational destination of choice for students seeking an extraordinary, career-oriented educational experience and enduring professional success.

MISSION

• Our primary responsibility is to prepare our diverse student population for a lifetime of professional success. We drive results through a caring approach to individual development emphasizing critical thinking, experiential learning, social consciousness, and a global perspective.

• We are also committed to our faculty and staff. We forge a nurturing environment, which respects the individual, stimulates professional growth, and offers a sense of community.

• We contribute economic and academic vitality through impactful, applied scholarship as a responsibility to our communities and disciplines and to society.

CORE VALUES

Integrity - is to engender trust by displaying principled behavior, demonstrating responsible stewardship of resources entrusted to one, and being ethical in all one says and does.

Citizenship - is to have a stake in the well-being of the community, and, therefore, an obligation to stay informed, to make positive contributions, and to be of service to all within the College, University, and community at large.

Inquisitiveness - is an abiding commitment to intellectual curiosity about oneself and the world around that entails critical thinking and personal responsibility for one’s own learning and professional development.

Professionalism - is characterized by unyielding dedication to excellence in all that one does, to be respectful to all, to be an engaged team player, and to be accountable for one’s choices and actions.

Innovation – is to effect continuous improvement and to embrace change in the service of both personal and
organizational growth.
ITEMS CRUCIAL FOR SUCCEEDING IN THE ONLINE ENVIRONMENT

1. Self-Assessment

You will enjoy online courses and this type of learning if you:

- Are highly motivated
- Are independent
- Have good organizational skills
- Put a high value on "convenience"
- Can adapt to new environments easily
- Enjoy searching for information on your own
- Have a good working knowledge of your computer and basic computer applications
- Check your email every day and can attach files and open attachments in your email program
- Are disciplined
- Are not dependent on other class members and teachers to help you each class
- Are confident in your academic abilities
- Have successfully taken college courses in a classroom
- Consider yourself a "college-level" reader
- Consider yourself a mature adult with time management skills

A bit more about online courses:

- Online courses are similar to classroom courses in many ways in terms of structure and delivery. There is a syllabus which outlines course assignments, exams, deadlines, etc.
- Rather than attending class to listen to lectures in a classroom, you will read and respond in your online course.
- There is no specific time you need to check into your class unless your instructor has scheduled a synchronous session that is required. This should be posted in your syllabus. If you are unable to attend the session, you can get permission from the instructor and he/she will either record the session or make alternative arrangements. Online learning requires "active learning," not "passivity." You will
want to attend closely to the details of the syllabus and schedule and log into your course daily to keep updated on new material. It is your responsibility to complete assignments, discussions, exams, etc. on time.

- To do well, reading the required text and other resources materials is very important. This material is used as a basis for exams and online discussion.

Online courses sometimes take more time than classroom courses, especially when participation is required. However, students generally like the opportunity to participate once they get started. Some students who do not usually participate in a classroom setting often enjoy doing so online. Before emailing the instructor about details of the course, be sure to read all the posted information in the course.

Learning the technological aspects of the course can sometimes be frustrating; however, the more you learn, the better you get. Refer to the Help module in your Canvas courses for support, the Frequently Asked Question page found at https://www.frostburg.edu/canvas/frequently-asked-questions.php or you can call FSU Help Desk Support at 301.687.7777.

2. Expectations of Students

You, as a student, should try your best to:

- Check the class Canvas site daily but no less than 5 times a week.
- Check your FSU email daily.
- Submit assignments on or before the due date/time.
- Complete all readings and activities in a timely manner.
- Spend at least 12 hours a week studying and completing assignments for this class, more if needed.
- Submit work that demonstrates a clear understanding of the material.
- Keep an open mind regarding the material and other people's opinions.
- Notify the instructor in a timely manner if you have any problems.

3. Time Management

- Online courses require a significant time commitment from students. Students new to online learning tend to significantly underestimate this time commitment.
- Students who are successful in online courses are highly motivated learners who "schedule" time for their online courses just like a face-to-face course. Find regular
times in your weekly schedule to dedicate to this course.

4. **Netiquette Expectations**

- In this course, you will be participating in discussions with your peers and with the instructor. You will correspond via email and within discussion boards. As such, there are certain norms that should be followed, which are referred to as "netiquette." Netiquette are the social rules that govern electronic forms of communication. How you might communicate with your friends via text or email is not necessarily acceptable in the university environment. All electronic communication (email, discussion board postings, chats, etc.) should follow the conventions for scholarly discussion. This includes the use of correct spelling (use the spell check if necessary), proper grammar, correct capitalization and punctuation, and complete sentences. In addition, your writing should reflect a respect for others and differences in opinion. All communication should be written in a formal tone.
- Here is an excellent resource on this topic: [Netiquette](#)

5. **Basic Computer Skills**

In order to complete this course, you should have a good grasp of basic computer skills. This includes understanding file management, how to use a word processor, and familiarity with email, the Internet, and Canvas. A few basic computer skills are:

- using email and attaching documents
- using common word processing tools and saving files
- copying and pasting in Word
- using a head set for audio and visual tools
Frostburg State University MBA with Concentrations
Business Analytics, Health Care Management and Management
36-42 Credits

MBA Essentials: 3-6 credits.

Please note: Students without academic background in business may be required to take the following essentials courses as prerequisites to core courses. This will be determined at the time of application and with a review the student’s undergraduate transcript.

- ACCT 507 Accounting Essentials
- MKTG 508 Management and Marketing Essentials

MBA Core Courses – (24 credits)
- ACCT 546 Managerial Accounting (Prerequisite ACCT 507 or waiver from ACCT 507)
- ECON 511 Economics for Managers
- FINA 610 Financial Management (Prerequisite ACCT 507 or waiver from ACCT 507)
- MGMT 510 Leadership and Ethics
- MGMT 542 Organizational Behavior (Prerequisite MKTG 508 or waiver from MTKG 508)
- MGMT 621 Foundations of Analytics
- MKTG 640 Marketing Management (Prerequisite MKTG 508 or waiver from MTKG 508)
- MGMT 680 Strategic Planning (Prerequisite ACCT 546 and should be taken in last 9 credit hours)

Business Analytics (12 credits)
- MGMT 622 Data Management (Prerequisite MGMT 621)
- MGMT 623 Data Analysis (Prerequisite MGMT 621)
- MGMT 624 Business Analytics I (Prerequisite MGMT 623)
- MGMT 625 Business Analytics II (Prerequisite MGMT 623)

Management (12 credits)
- MGMT 512 Management Decision Analysis
- MGMT 590 Special Topics in Management
- MGMT 620 Strategic Human Resources Management (Prerequisite MKTG 508 or waiver from MTKG 508)
- MGMT 623 Data Analysis (Prerequisite MGMT 621)

Health Care Management (12 credits)
- MGMT 631 Health Care Management and Finance
- MGMT 632 Health Care Policy, Law and Ethics
- MGMT 633 Principles of Population Health Management
- MGMT 634 Health Care Information Management Systems

Note: The College of Business has established a Global Experiential Learning program. Students interested in adding international travel to course options should check with the MBA Coordinator.
## MBA Course Schedule by Semester and Session

<table>
<thead>
<tr>
<th>Essential Courses</th>
<th>Fall A</th>
<th>Fall B</th>
<th>Spring A</th>
<th>Spring B</th>
<th>Summer A</th>
<th>Summer B</th>
</tr>
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<tbody>
<tr>
<td>ACCT 507</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>MKTG 508</td>
<td>X</td>
<td>X</td>
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### Core Courses

<table>
<thead>
<tr>
<th></th>
<th>Fall A</th>
<th>Fall B</th>
<th>Spring A</th>
<th>Spring B</th>
<th>Summer A</th>
<th>Summer B</th>
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<tbody>
<tr>
<td>MGMT 510</td>
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<td>ECON 511</td>
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<td>FINA 610</td>
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<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>MGMT 621</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>MKTG 640</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>MGMT 680</td>
<td>15 wk</td>
<td>15 wk</td>
<td>12 wk</td>
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</table>

### Concentration Courses

#### Business Analytics

<table>
<thead>
<tr>
<th>MGMT 622</th>
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</tr>
</thead>
<tbody>
<tr>
<td>MGMT 623</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>MGMT 624</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MGMT 625</td>
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#### General Management

<table>
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<tr>
<th>MGMT 512</th>
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<tbody>
<tr>
<td>MGMT 590</td>
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<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MGMT 620</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MGMT 623</td>
<td>X</td>
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</table>

#### Health Care Management

<table>
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<tr>
<th>MGMT 631</th>
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</thead>
<tbody>
<tr>
<td>MGMT 632</td>
<td>X</td>
</tr>
<tr>
<td>MGMT 633</td>
<td>X</td>
</tr>
<tr>
<td>MGMT 634</td>
<td>X</td>
</tr>
</tbody>
</table>

Please note that this schedule is subject to change without notice and courses can be cancelled due to low enrollment. Early registration is encouraged to assure adequate enrollment.
## Mediation Stages: Informal

(Completed by 25th class day of following semester)

<table>
<thead>
<tr>
<th>Action Required</th>
<th>Timeframe</th>
<th>Nature of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STUDENT</strong>: Review the Grade Grievance Policy in the Graduate Catalog</td>
<td>Before taking any action.</td>
<td></td>
</tr>
<tr>
<td><strong>STUDENT</strong>: Contact Course instructor</td>
<td>No later than 15th class day of following semester.</td>
<td>In person or in writing; student must explain clearly why s/he feels the grade is incorrect based on a charge of arbitrary and capricious grading.</td>
</tr>
<tr>
<td><strong>STUDENT</strong>: If not satisfied with the result—Contact Department Chair</td>
<td>By 15th class day of following semester.</td>
<td>In person or in writing; student must present relevant materials to support grounds for appeal.</td>
</tr>
<tr>
<td>Action Required</td>
<td>Time Frame</td>
<td>Nature of Contact</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Grievance Stages: Formal</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. <strong>STUDENT:</strong> If not satisfied with the result—Contact Dean of College of Business to file a formal grade grievance.</td>
<td>By end of 30th class day of following semester.</td>
<td>Grievance must be in writing with supporting evidence. Student must send copies of grievance to the instructor and his/her Department Chair.</td>
</tr>
<tr>
<td>5. Dean will dismiss the grievance if the student did not follow the previous steps, or if there is no evidence for arbitrary and capricious grading.</td>
<td><strong>Within 10 class days of grievance.</strong></td>
<td>Dean will inform student in writing with copies to instructor and Department Chair of decision to dismiss.</td>
</tr>
<tr>
<td>6. If grievance not dismissed, Dean will ask: 1) the instructor to submit to the Dean a response to the grievance and 2) the Department Chair to provide documentary evidence collected during mediation stage.</td>
<td><strong>Within 10 class days of grievance.</strong></td>
<td>Instructor’s response must be in writing with copies to student and relevant Department Chair.</td>
</tr>
</tbody>
</table>
| 7. After reviewing the instructor’s response and Chair’s documents, if grievance not dismissed, Dean will appoint a Grade Grievance Committee of three-tenured faculty to hold hearing. | **Within five days following the due date for the written response from the instructor.** | - **Student**, instructor, and the Chair will be invited to the hearing and may present relevant info. No other individuals may attend the meeting.  
- The Dean will attend and may participate if s/he desires. |
| 8. Grade Grievance Committee shall report to Dean.                               | **Within five class days after the hearing.**   | Grade Grievance Committee provides Dean with written recommendation.               |
| 9. Dean informs student of decision.                                              | **Within a reasonable time frame after receiving the Committee’s report.** | Student receives decision in writing from Dean with copies to instructor, Department Chair, and Committee members. Dean’s decision is final. |
APPENDIX 5 - Contact Information

1. **College of Business Dean’s Office:**
   - Dr. Sudhir Singh, Dean—Guild 127; 301-687-4093; ssingh@frostburg.edu
   - Ms. Stacey Utley-Bernhardt, Executive Administrative Assistant—Guild 125; 301-687-4019; subernhardt@frostburg.edu

2. **MBA Program Coordinator:**
   - Dr. Eyad Youssef—Framptom Hall 332; 301-687-3173; eyoussef@frostburg.edu

3. **Department Chairs and Staff:**
   a. **Department of Management**
      - Dr. Michael Monahan—Frampton 315; 301-687-3090; mmonahan@frostburg.edu
      - Mrs. Corrie Preston, Administrative Assistant—Frampton 316; 301-687-4375; capreston@frostburg.edu
   
   b. **Department of Marketing & Finance**
      - Dr. Carol Gaumer—Frampton 320; 301-687-4092; cgaumer@frostburg.edu
      - Ms. Misty Broadwater, Administrative Assistant—Frampton 338; 301-687-4297; mbroadwater@frostburg.edu
   
   c. **Department of Accounting**
      - Dr. Kathie Shaffer—Frampton 337; 301-687-4388; kshaffer@frostburg.edu
      - Ms. Misty Broadwater, Administrative Assistant—Frampton 338; 301-687-4297; mbroadwater@frostburg.edu
   
   d. **Department of Economics**
      - Dr. David Kiriazis—Guild 145; 301-687-4390; dkiriazis@frostburg.edu
      - Ms. Julie Fuller, Administrative Assistant—Guild 136; 301-687-4386; jfuller@frostburg.edu

4. **MBA Faculty:**
   - Dr. William Anderson—Guild 148; 301-687-4011; banderson@frostburg.edu
   - Dr. Ali Ashraf—Frampton 325; 301-687-4046; aashraf@frostburg.edu
   - Dr. Busra Keles Cadenazzi—Frampton 339; 301-687-4392; bkeles@frostburg.edu
   - Dr. Rebecca Chory—Guild 232; 301-687-4278; rmchory@frostburg.edu
   - Dr. Zifeng Feng—Frampton 336; 301-687-4470; zfeng@frostburg.edu
   - Dr. Dong Wook Huh—Frampton 314; 301-687-4188; dwhuh@frostburg.edu
5. Graduate Services: Pullen 141
   ➢ Ms. Wendy Wilson, Administrative Assistant II—301-687-7053; wwilson@frostburg.edu
   ➢ Ms. Donna Yoder, Coordinator—301-687-4083; dyoder@frostburg.edu

6. Registrar’s Office: Pullen 144
   ➢ 301-687-4346; reginfo@frostburg.edu

7. University & Student Billing Office: Pullen 148
   ➢ 301-687-4321; billingoffice@frostburg.edu

8. Help Desk: CCIT 123K
   ➢ 301-687-7777; helpdesk@frostburg.edu

   ➢ 301-687-4301; fsufinaid@frostburg.edu

10. Disability Support Services: Pullen 150
    ➢ 301-687-4483

11. Web Page Addresses:
    1. FSU Homepage: http://www.frostburg.edu/
    2. Graduate Catalog
    3. MBA Homepage: http://www.frostburg.edu/colleges/cob/mba/
    5. PAWS: https://csprodweb1.frostburg.edu/psp/GoBobcats/?cmd=login&languageCd=EN
6. Canvas: https://frostburg.instructure.com
7. Library: http://www.frostburg.edu/lewis-ort-library/