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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 the Appendix.

Frostburg State University’s MBA program was established in 1971 as a Master’s 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 countries around the world.

Appendix 1 lists Frostburg State University’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 credits 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 an accounting degree may be admitted to the MBA/ACCT option, a 30 credit hour track which waives the program’s two required accounting courses: ACCT 540 and ACCT 546. Additionally, applicants who hold CPA licensure may also seek credit by exam for ACCT 540 and 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. Semester length is 15 weeks except for summer which consists of six week or 12 week course offerings.

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 that 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 completed the platform-delivery orientation course offered through Blackboard
• Students have the necessary technology to successfully complete the course
• Students have purchased the books for the course and will be ready to begin the course the first week (or after the drop/add period) of classes
• Students will check the Blackboard website frequently throughout the semester to access updated information provided by the Professor
• Students will use the Frostburg email for all communications related to the course and will check their Frostburg email regularly
• Students will contact Professors 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 Professor and fellow students with respect

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

**Program Delivery**
Frostburg State University’s MBA Program is delivered totally online through the Blackboard and Collaborate platforms. There is no requirement for students to attend classes on the Frostburg 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 450 (GRE may be substituted for GMAT)
- Receive a minimum of a 3.0 or higher analytical writing (AWA) score on the GMAT or GRE
- Score of 1000 points or higher according to the following formula:
  \[(\text{GPA} \times 200) + \text{GMAT score} \geq 1000\]

If necessary, students may use the last 60 semester hours GPA based on the following formula:

\[(\text{GPA on last 60 semester hour credits} \times 200) + \text{GMAT score} \geq 1110\] points

**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 3.65 or higher based on a 4.0 scale (no work experience required)
- Have a bachelor’s degree with a GPA of 3.25 or higher (based on a 4.0 scale) with two 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 English is not the
official language and the primary mode of instruction was not English (website mentioned that out of a US institution) 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, and provisionally-admitted students must attain 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 ibit or better on the TOEFL or 6.0 or better on the IELTS test.

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

Students enrolled in other graduate programs may take courses in Frostburg State University’s MBA program for transfer purposes. Enrollment is handled through the Office of Graduate Services.

**Current Curriculum and Course Sequencing**
Frostburg’s MBA program consists of 36 hours or 12 courses:

- six management courses,
- two accounting courses, and
- one course from each of the following subject areas: economics, finance, information management and marketing.

Students without an undergraduate degree in business or proper course work at the undergraduate or graduate level will also be required to take one or both of the two Essentials
courses as pre-requisites for the program. Determination of the need to take Essentials courses will be made by the Program Coordinator upon review of the student’s transcript.

A list of courses in the program along with a suggested progression plan for students taking 6-9 credit hours a semester are included in Appendices 3 and 4. Students should check prerequisites and scheduling requirements 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. It is recommended that students working full-time not take more than 6 credit hours a semester. Full time students are encouraged to take 9 credit hours a semester and should seek advising for course sequencing.

**Global Education Opportunity**

The mission of the CoB GEL (College of Business Global Experiential Learning) Program is to assist both graduate and undergraduate students to develop a sense of global citizenship and increase their capacity to participate effectively in global business environments. Offered each summer, the program consists of short-term faculty-led study abroad that is contained within a course specific context. Graduate students wishing to participate would register for MGMT 590: Special Topics during the summer semester. Since its inception, the program has sponsored educational experiences in China, Ecuador, Peru, Brazil, and France. Interested students should contact the Interim Dean of the College of Business, Dr. Sudhir Singh, or the Graduate Program Director.

**Tuition**

Tuition rates are established by the university and approved by the University of Maryland System 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 reenroll but will be subject to all late fees. Please visit the Billing Office website for information on tuition and fees.

**Technology Requirements and Resources**

Students enrolled in the program should have the following hardware/software to access courses through Blackboard:

https://en-us.help.blackboard.com/Learn/9.1_OlderVersions/9.1_SP_12_and_SP_13/Student/030_Browser_Support/Browser_Checker
Additional technology/software may be required on a course by course basis.

It is recommended that students have a webcam and headset with microphones as many instructors use Blackboard Collaborate, a real time synchronous platform that allows students to attend live lectures and work sessions. Information on recommended headsets can be found at:
https://www.google.com/search?tbm=shop&q=logitech+usb+noise+canceling+headset&hl=en&gws_rd=ssl

**Student Orientations**
There are three prerecorded orientations for students entering the MBA Program:

- **New Graduate Student Orientation** provided by the Office of Graduate Services that will introduce the student to information needed to successfully navigate the program. Topics include use of PAWS, Blackboard, Collaborate, enrollment and registration information, etc.
- **MBA Program Orientation** provided by the College of Business/MBA Program Coordinator will introduce students to the requirements of the program and specific information related to program conduct and policies.
- **Technology orientation** offered through Blackboard that familiarizes the student with the online platform used for the program. This orientation can be accessed at the following address: [www.frostburg.edu/blackboard](http://www.frostburg.edu/blackboard)

All orientations are web-based.

**Student ID, Email, PAWS, and Blackboard 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 which enables a student to register, activate student email account, and access all electronic systems including Blackboard (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 user name and password allow access to the university PAWS system to determine availability of courses, register for courses, access grades, pay bills, accept
Important Information about access to Email, PAWs and Blackboard:

- If you have not received information regarding your **username** for the email system, you can find the default format at: [http://www.frostburg.edu/computing/get-connected/fsu-accounts/usernames-passwords/](http://www.frostburg.edu/computing/get-connected/fsu-accounts/usernames-passwords/)
- Your **password** can be set up at: [http://www.frostburg.edu/computing/get-connected/password-management/](http://www.frostburg.edu/computing/get-connected/password-management/). Your **textbooks** can be accessed by the textbook link in the University Bookstore.
- Your PAWS Student Center is where you can access your academic records, service holds, schedule of classes, and register for at [http://frostburg.collegestoreonline.com/ePOS?form=shared3/gm/main.html&this_category=252&store=326](http://frostburg.collegestoreonline.com/ePOS?form=shared3/gm/main.html&this_category=252&store=326), courses: [https://csprodweb2.frostburg.edu/psp/GoBobcats/?cmd=login](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](http://www.frostburg.edu/mail).
- Your **Blackboard** account is where you will find your courses. Professors open courses generally a month to two weeks before the beginning of the semester. Check your Blackboard course site frequently during this time frame to see if the professor has posted important information related to the course. Questions about course openings should be directed to the MBA Program Coordinator. [https://frostburg.blackboard.com/webapps/portal/execute/tabs/tabAction?tab_tab_group_id=_1_1](https://frostburg.blackboard.com/webapps/portal/execute/tabs/tabAction?tab_tab_group_id=_1_1)
- Your Program Coordinator is Dr. Yan Bao

**Communication with/Feedback from Professors**

Professors will indicate in their syllabus how and when they will communicate with students. Some Professors will have virtual office hours which will be outlined in their syllabus and/or will conduct Collaborate sessions to discuss course requirements and content. Unless otherwise indicated by the Professor, students can generally expect to receive:

- a list of course materials, books, articles, etc. in Blackboard at least one month before the semester begins
- a copy of the syllabus in Blackboard 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, Professors 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. Under such circumstances, Professors will communicate with students via Blackboard when such instances occur.

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

Students should contact Professors 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 email to communicate with professors. In the instance where a student would like to discuss issues in more detail which may require real time conversation by phone or Collaborate/Skype, the student should send an email to the professor asking for such an appointment.

**Books**

Required books 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 what books have been adopted.

Books will be posted in the Blackboard 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 Professor 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, Professors 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 Professor 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 course work and, for some reason, cannot complete the final project/paper/assignment(s). Students need to inform Professors as soon as possible if they feel they may have to request an incomplete grade. Students receiving an Incomplete should consult with the Professor to determine when they will need to complete their assignments. Incompletes become Fs if not completed within the time frame indicated in the graduate catalog.

**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 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**
Frostburg State University’s Code of Student Conduct defines academic dishonesty as “any form of cheating and/or plagiarism. Cheating includes, but is not limited to, such acts as stealing or altering testing instruments, falsifying the identify 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; or falsifying information on any type of academic record.

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 he/she did not, in fact, do.

In cases involving academic dishonesty, a failing grade or grade of zero (0) for either an assignment and/or course may be administered. Students who are expelled or suspended for
reasons of academic dishonesty may not be admissible to other intuitions within the University System of Maryland. Suspension or expulsion for academic dishonesty is noted on a student’s academic transcript.”

See Appendix 6 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 in Frostburg State University’s program they will replace. Determinations on whether to accept transfer courses are made by Department Chairs 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 a certain time frame subject to financial or academic restrictions as indicated below.

- **Financial Reimbursement Restrictions**
The withdrawal period and financial reimbursement policies are based on a sliding scale and can be accessed on the registrar’s website at [http://www.frostburg.edu/ungrad/faid/applying/rights/withdrawpolicy/](http://www.frostburg.edu/ungrad/faid/applying/rights/withdrawpolicy/)

  [http://www.frostburg.edu/fsu/assets/File/Administration/policies/fsupolicy/3_103.pdf](http://www.frostburg.edu/fsu/assets/File/Administration/policies/fsupolicy/3_103.pdf)

  and the billing office website at [http://www.frostburg.edu/admin/billing/refund‐policy/](http://www.frostburg.edu/admin/billing/refund‐policy/).

- **Academic Impact Restrictions**
Students will be able to withdraw with no academic repercussions by the deadline specified in the academic calendar for the semester (see online calendar: [http://www.frostburg.edu/academic/calendar/](http://www.frostburg.edu/academic/calendar/)). Withdrawal after that date will result in a grade of WF (withdraw failing) on the student’s transcript. Exceptions can be made by the Dean of the College upon a written request by students facing unusual circumstances. A WF grade is the same as an F grade for purposes of GPA calculations.
and program dismissal.

Course withdrawal policies can be found in the Graduate Catalog.

**Repeat Course Policy**

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

- A student has received an F 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 Services. If approved, students must withdraw from all courses and will suffer no financial or academic repercussions. Students should contact the Graduate Services Office to request medical withdrawal.

**Leave of Absence from Program**

Your admission is valid for the entire time of your graduate study provided you register for at least one course during an 18-month period. Should 18 months elapse since you registered for a course, you must reapply to the program. Students who are readmitted will be required to follow any new catalog requirements.

**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 Graduate Services Office 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 or 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 of the dismissal to the Dean of the College. The written appeal should state any extraordinary circumstances that resulted in the student’s dismissal and how the student will be able to successfully meet the existing challenges, move forward, and complete the degree successfully.

The Dean will decide to grant or deny the student’s appeal for readmission into the program based on inputs from the Graduate Services Office, and the MBA Program Coordinator. Students may only be readmitted once if dismissed from the program.

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

Letters of Appeal should be written in formal communication style and sent by attachment to:

Dr. Sudhir Singh  
Interim Dean College of Business  
Frostburg State University  
Frostburg, MD 21532  
ssingh@frostburg.edu
Grade Appeals

Grades can be appealed if there is evidence of arbitrary and capricious grading by the Professor. 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 Professor (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 Professor 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) with the College Dean with copies to the Professor 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 steps above is contained in Appendix 5.

Financial Aid

The University’s Financial Aid Office helps students with loans, scholarships and graduate assistantships. For information on financial aid, check the Graduate Catalog. Contact information for the Office of Financial Aid is provided in the appendix 6.
Graduate Assistantships
Graduate assistantships are offered to outstanding students. Participating students are assigned to colleges and specific faculty members and must be physically present on campus. If granted a Graduate Assistantship, students are required to work a maximum of 20 hours a week. Graduate assistants will be compensated through tuition remission and biweekly salary based on contract stipulations. Applications are processed through the Graduate Services Office. For further information about assistantships, see Graduate Catalogue. For contact information for the Graduate Services Office, see appendix 6.

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. The Office of Graduate Services can also provide insight to a student’s progression plan as well. See Appendix 6 for contact information.

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

After the withdrawal with a “W” period deadline in the semester of expected graduation, the Office of Graduate Service 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 or email.

Interdisciplinary Program
Students enrolled in the 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 College of Business 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 Professor, 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.

Discrimination/Disability Policies
Frostburg State University is committed to compliance with all federal, state, and local laws dealing with discrimination and disability issues.

The university’s Disability Support Services office assists students with disabilities in their efforts to successfully complete the program (See Graduate Catalog for further details regarding university policy). Contact info for support services is in the appendix 6.

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 Professor 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: http://www.frostburg.edu/grad/catalog/
APPENDICES

APPENDIX 1 – College of Business Core Values

College of Business

FSUBusiness Vision, Mission, Values

FSUBusiness Vision Statement

FSUBusiness will be recognized for its high-quality academic and experiential learning programs.

FSUBusiness Mission Statement

FSUBusiness prepares students to successfully meet professional opportunities through a dynamic, student-centered educational environment that emphasizes leadership, notable and timely research, application of knowledge, and global experiential learning.

FSUBusiness Core Values

Accountability
   Excellence
   Fairness
   Openness
Professionalism
   Respect
   Service
   Teamwork
   Transparency
   Trust
ITEMS CRUCIAL FOR SUCCEEDING IN THE ONLINE ENVIRONMENT

1. Self-Assessment

You will enjoy this type of course and program 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. We still have a syllabus, assignments, exams, deadlines, etc.
- Rather than listening to lectures in a classroom, you read and respond in your online course.
- There is no specific time you need to check into your class. 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 and some students who do not usually participate in a classroom setting enjoy doing so online - there is no threat of being evaluated "on the spot."

- 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.

2. Student Expectations

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

- Check the class Blackboard site at least 5 times a week.
- Check your FSU email every 24-48 hours.
- Submit assignments prior to their 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.
- Submit work that demonstrates a clear understanding of the material.
- Keep an open mind regarding the material and other people's opinions.
- Notify me 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 me. We will also correspond via email. As such, there are certain norms we will follow, which we refer to as "netiquette."
- Netiquette is the etiquette or social rules that govern electronic forms of communication. How you might communicate with your friends via IM 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 Blackboard (Bb). 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
APPENDIX 3 - Program Courses

Program of Study (36-42 credits)

MBA Essentials (6 credit hours)
- BUAD 507 Essentials: Accounting and Finance
- BUAD 508 Essentials: Management and Marketing

Required MBA Core (36 credit hours)
- ACCT 540 Financial Accounting (Prerequisite: BUAD 507 or waiver from course)
- ACCT 546 Managerial Accounting (Prerequisite: ACCT 540)
- BMIS 607 Information Management
- ECON 511 Economics for Managers
- FINA 610 Financial Management (Prerequisite: ACCT540)
- MGMT 510 Leadership and Ethics
- MGMT 512 Management Decision Analysis (Prerequisite: BUAD 508 or waiver from course)
- MGMT 542 Organizational Behavior (Prerequisite: BUAD 508)
- MGMT 590 Special Topics in Management
- MGMT 620 Strategic Human Resource Management (Prerequisite: BUAD 508 or waiver from course)
- MGMT 680 Strategic Analysis and Planning * (Prerequisite: ACCT 546)
- MKTG 640 Marketing Management (Prerequisite: BUAD 508 or waiver from course)

*MGMT 680 is a capstone course and must be taken in the final 6-9 credits of study.
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 2016-2018 Program Progression Plan
Recommended for students who plan to take SIX (6) credits per semester

NOTE: Students in the MBA/ACCT program are waived from all Essentials as well as ACCT 540 and ACCT 546. See MBA/ACCT student progression plan. Each student will have a transcript evaluation to determine if Essential courses would be required as part of the students MBA study plan.

If you are required to take Essentials, follow the following course sequencing:

Semester 1
- BUAD 507
- BUAD 508

Semester 2
- MGMT 510
- ACCT 540 (Prerequisite: BUAD 507)

Semester 3
- MGMT 542 (Prerequisite: BUAD 508)
- ACCT 546 (Prerequisite: ACCT 540)

Semester 4
- MGMT 512
- ECON 511

Semester 5
- BMIS 607
- MKTG 640 (Prerequisite: BUAD 508)

Semester 6
- MGMT 620 (Prerequisite: BUAD 508)
- FINA 610 (Prerequisite: ACCT 546)

Semester 7
- MGMT 680*
- MGMT 590

If the Essentials were waived for you, follow the following course sequencing.

Semester 1
- MGMT 510
- ACCT 540

Semester 2
- MGMT 542 (Prerequisite: BUAD 508)
- ACCT 546 (Prerequisite: ACCT 540)

Semester 3
- MGMT 512
- ECON 511

Semester 4
- BMIS 607
- MKTG 640 (Prerequisite: BUAD 508)

Semester 5
- MGMT 620
- FINA 610 (Prerequisite: ACCT 546)

Semester 6
- MGMT 680*
- MGMT 590

*MGMT 680 is a Capstone course and must be taken in the final 6-9 credits of study.
MBA 2016-2018 Program Progression Plan
Recommended for students who plan to take NINE credits per semester

NOTE: Students in the MBA/ACCT program are waived from all Essentials as well as ACCT 540 and ACCT 546. See progression for ACCT/MBA students.

Each student will have a transcript evaluation to determine if Essential courses would be required as part of the students MBA study plan.

If you are required to take Essentials, follow the following course sequencing.

Semester 1
- BUAD 507
- BUAD 508
- MGMT 510

Semester 2
- ACCT 540 (Prerequisite: BUAD 507)
- MGMT 512
- MGMT 542 (Prerequisite: BUAD 508)

Semester 3
- ACCT 546 (Prerequisite: ACCT 540)
- BMIS 607
- MGMT 620 (Prerequisite: BUAD 508)

Semester 4
- FINA 610 (Prerequisite: ACCT 546)
- MKTG 640 (Prerequisite: BUAD 508)
- ECON 511

Semester 5
- MGMT 680*
- MGMT 590

If the Essentials were waived for you, follow the following course sequencing.

Semester 1
- ACCT 540
- MGMT 510
- MGMT 512

Semester 2
- ACCT 546 (Prerequisite: ACCT 540)
- BMIS 607
- MGMT 620

Semester 3
- FINA 610 (Prerequisite: ACCT 546)
- MKTG 640
- MGMT 542

Semester 4
- ECON 511
- MGMT 680*
- MGMT 590

*MGMT 680 is a Capstone course and must be taken in the final 6-9 credits of study.
### MBA/ACCT 2016-2018 Program Progression Plan

Recommended for students who plan to take SIX (6), NINE (9) or TWELVE (12) credits per semester

**NOTE:** Students in the MBA/ACCT program (only available to graduates of FSU with an accounting degree) are waived from all Essentials as well as ACCT 540 and ACCT 546.

<table>
<thead>
<tr>
<th>SIX (6) credits a semester</th>
<th>NINE (9) credits a semester</th>
<th>TWELVE (12) credits a semester</th>
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<tr>
<td><strong>Semester 1</strong></td>
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<td>• MGMT 542</td>
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<td>• MGMT 590</td>
</tr>
</tbody>
</table>

*MGMT 680 is a Capstone course and must be taken in the final 6-9 credits of study.

It is not recommended you take more than 6 credit hours in the semester in which you are enrolled in MGMT 680 as the workload is quite heavy.
## Mediation Stages: Informal
*(Completed by 25<sup>th</sup> 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 Professor</td>
<td>No later than 15&lt;sup&gt;th&lt;/sup&gt; 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 15&lt;sup&gt;th&lt;/sup&gt; 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>Timeframe</td>
<td>Nature of Contact</td>
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<tr>
<td><strong>4. 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 30\textsuperscript{th} class day of following semester.</td>
<td>Grievance must be in writing with supporting evidence. Student must send copies of grievance to the Professor 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>Within 10 class days of grievance.</td>
<td>Dean will inform student in writing with copies to Professor and Department Chair of decision to dismiss.</td>
</tr>
<tr>
<td>6. If grievance not dismissed, Dean will ask: 1) the Professor 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>Within 10 class days of grievance.</td>
<td>Professor’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 Professor. | - **Student**, Professor, 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 Professor, Department Chair, and Committee members. Dean’s decision is final. |
APPENDIX 6 - Contact Information

1. College of Business Dean’s Office:
   - Dr. Sudhir Singh, Interim Dean—Guild 231; 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. Yan Bao—Framptom Hall 339; 301-687-4272; ybao@frostburg.edu

3. Department Chairs and Staff:
   a. Department of Management
      - Dr. Michael Monahan—Framptom 315; 301-687-3090; mmonahan@frostburg.edu
      - Ms. Nancy Boore, Administrative Assistant—Framptom 316; 301-687-4375; nboore@frostburg.edu
   b. Department of Marketing & Finance
      - Dr. Carol Gaumer—Framptom 320; 301-687-4052; cgaumer@frostburg.edu
      - Ms. Corrie Preston, Administrative Assistant—Framptom 312; 301-687-4417; capreston@frostburg.edu
   c. Department of Accounting
      - Dr. Kathie Shaffer—Framptom 337; 301-687-4388; kshaffer@frostburg.edu
      - Ms. Misty Broadwater, Administrative Assistant—Framptom 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. Ehsan Ardjmand—Framptom 343; 301-687-4392; eardjmand@frostburg.edu
   - Dr. Ali Ashraf—Framptom 325; 301-687-4046; aashraf@frostburg.edu
Dr. Yan Bao—Framptom 339; 301-687-4272; ybao@frostburg.edu
Dr. Rebecca Chory—Guild 232; 301-687-4278; rmchory@frostburg.edu
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Dr. Amit Shah—Framptom 322; 301-687-4408; ashah@frostburg.edu
Dr. JoAnna B. Shore—Framptom 314; 301-687-4735; jbshore@frostburg.edu
Dr. Thomas Sigerstad—Framptom 326; 301-687-4419; tsigerstad@frostburg.edu
Dr. Patti Tilley—Framptom 329; 301-687-3218; ptilley@frostburg.edu
Dr. Chiulien Venezia—Framptom 334; 301-687-4124; cvenezia@frostburg.edu
Dr. Gerald Venezia—Guild 236; 301-687-4010; gvenezia@frostburg.edu
Dr. Eyad Youssef—Framptom 331; 301-687-3173; eyoussef@frostburg.edu

5. Graduate Services: Pullen 141
   - Ms. Vickie Mazer, Director—301-687-4595; vmazer@frostburg.edu
   - 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
   a. Entire Catalog:
   b. MBA Section:
3. MBA Homepage: http://www.frostburg.edu/colleges/cob/mba/
5. PAWS: https://csprodweb1.frostburg.edu/psp/GoBobcats/?cmd=login&languageCd=ENG&
6. Blackboard: https://frostburg.blackboard.com/webapps/portal/execute/tabs/tabAction?tab_tab_group_id=1_1
7. Library: http://www.frostburg.edu/lewis-ort-library/
8. University Policy Statements for Students, Faculty, and Staff:
   http://www.frostburg.edu/fsu/assets/File/Administration/policies/policystatements.pdf