



SCHOOL OF MANAGEMENT STUDIES
UNDERGRADUATE & GRADUATE
STUDENT HANDBOOK

2012

Eastern University
1300 Eagle Road
St. Davids, PA
19087

Table of Contents

General Information and Policies	3
Accommodations for Students with Disabilities	3
Career Services.....	3
CCGPS Code of Conduct	3
Chaplaincy Services	3
Emergency and Crisis Information	3
Inclusive Language	4
Sexual Harassment Policy.....	4
Student Services.....	4
Tutoring.....	4
Warner Memorial Library	4
Academic Policies and Procedures.....	4
Graduation Requirements	4
Curriculum Components, Undergraduate	5
Commencement and Degree Conferral	6
Class Attendance and Lateness.....	6
Class Participation.....	8
Copies of Course Assignments	9
Deadlines for Course Assignments	9
Course Evaluations.....	9
Grading System	10
Grading Scale.....	10
Satisfactory Academic Progress	11
Academic Dishonesty	11
Academic Probation	11
Academic Honors & Honor Societies	11
Grade Change Policy	11
Grade Appeals Policy	11
Incompletes and Withdrawals	11
Operational Policies and Procedures	12
Inclement Weather Procedures.....	12
ID Cards	12
Copyright Policy	12

General Information and Policies

Each student is responsible to know and abide by CCGPS and Eastern University policies as listed in the catalog.

The current **Undergraduate** catalog is available online at

http://www.eastern.edu/academic/registrar/pdf/2012_assoc_bach_cat.pdf

The current **Graduate** catalog is available online at

http://www.eastern.edu/academic/registrar/pdf/2012_mast_phd_cat.pdf

The Student Services website is available at

http://www.eastern.edu/academic/ccgps/st_services/index.html



Accommodations for Students with Disabilities

Refer to the Student Conduct Policies & Procedures in the CCGPS Catalogs.

Career Services

Career Services equips current students and alumni with the tools and skills needed to manage their careers in constantly changing work environments. Services include résumé critique, mock interviews, networking tips, and job search strategies. You can schedule an appointment for one-on-one counseling by calling 484-581-1264. Helpful online resources, such as articles on job market trends and current salaries, as well as a list of career fairs and job support groups to help with career transition are also provided at: http://www.eastern.edu/academic/ccgps/career_serv/index.html.

CCGPS Code of Conduct

Refer to the Student Conduct Policies & Procedures in the CCGPS Catalog.

Chaplaincy Services

Joseph B. Modica, University Chaplain since 1993 (B.A., Queens College, City University of New York; M.Div., Alliance Theological Seminary, Nyack, NY; M.Phil., Ph.D., New Testament & Early Christianity, Drew University, Madison, NJ)

Offers **general oversight** for the spiritual formation of students, faculty and staff. Offers **spiritual direction** for individuals and small groups. Dr. Modica can be contacted at jmodica@eastern.edu or 610-341-5826.

Emergency and Crisis Information

Refer to the Student Services section in the CCGPS Catalog.

For groups not meeting on the St. Davids campus, please refer to the facilities sheet titled "Information You Need to Know" in your CCGPS Student Services Orientation folder. Here you will find security information specific to your location.

Inclusive Language

Refer to the Student Conduct Policies & Procedures in the CCGPS Catalog.

Sexual Harassment Policy

Refer to the Student Conduct Policies & Procedures in the CCGPS Catalog.

Student Services

Refer to the Student Services website for additional information on a variety of topics related to your time at Eastern. http://www.eastern.edu/academic/ccgps/st_services/index.html

The Student Services Orientation site and materials are available at <http://tiny.cc/euorientation>. Please enter the orientation as a GUEST. Your Eastern username and password will not work.

Tutoring

The Campolo College of Graduate and Professional Studies utilizes Smarthinking for online tutoring help in a variety of subjects. Students can submit their writing assignments and questions to tutors who will respond within 24 hours or they can receive live online help via a chat session with a tutor. Another service provided by CCGPS is a Professional Writing Assistant to assist with paper review, online tutoring, and workshops.

For details on these services, please visit the Student Services Orientation site at the link above.

Warner Memorial Library

<http://www.eastern.edu/library/index.html>

Refer to the Student Services section in the CCGPS Catalog for a brief summary to library services in the CCGPS Catalog.

Here is the link to the listing of the Tri-state College Library Cooperative (TCLC) mentioned in the CCGPS Catalog: <http://www.tclclibs.org/members>

The library has posted a number of LibGuides to assist you in making the most of the services and information they provide. You will find these guides on the library website.

Academic Policies and Procedures

Graduation Requirements

The responsibility for fulfilling all graduation requirements rests upon the individual student. Refer to the Academic Policies & Procedure in the CCGPS Catalog for further information.

Undergraduate

Here is a helpful graduation requirement reference guide for SMS undergraduate students:

- Earn at least 121 semester hours of credit, including all credit requirements of the respective major; meet general education curriculum requirements of the Eastern University major through General Studies courses, transfer credits, validated University-level learning credits, and/or proficiency examination CLEP/DANTES credits; and any necessary elective credits.

- Maintain at least a 2.0 grade point average (A = 4.0), and earn a C or better in all bachelor's major courses.

Note: A grade of "C" or better must be achieved in all bachelor's major courses or the student will have to re-register for the course and pay the appropriate tuition. This means that a grade of "C-" for a course requires the student to re-register for the course and pay the appropriate tuition.

- A maximum of 30 hours of professional credit may be applied to the degree. Professional credits may have been earned through professional/technical schools, professional examinations or specific programs.

Graduate

Refer to the Academic Policies & Procedure in the CCGPS Catalog.

Curriculum Components, Undergraduate

All students seeking a degree from Eastern University must meet the specified graduation requirements of the University. Included in these requirements are: general education, **major**, and **elective** courses.

Selected general education curriculum requirements are satisfied by **major** courses or by:

- General Studies courses in SMS;
- Previous courses transferred from another accredited institution
- CLEP or Dante Exam

*Please speak to your academic advisor for your personal requirements.

Included in Eastern's general education curriculum are four mission specific courses:

1. BIB 100, Biblical Literature in Contemporary Context
2. COM 222, Analysis of Argument/Discourse
3. INST 270, Justice in a Pluralistic Society
4. THEO 210, Foundations of Christian Spirituality

These distinctive courses provide an introduction, foundation, and focus on the university's core values of faith, reason, and justice, enabling students to integrate these values into their studies, lives, and community interactions.

Each student receives a complete review of her/his prior credits to determine all necessary degree requirements at Eastern University and to ensure that the student has a clear and thorough understanding of these requirements. This review occurs with an Academic Advisor within the first three courses in the respective major.

Alternative Sources of Credit

The School of Management Studies believes that adult students have learned through life experiences some of the same subject matter that is taught in traditional on-campus credit courses. Eastern University will accept a maximum of 60 credit hours from any combination of:

- | | |
|--------------------------------------|-------------------------------------|
| Advanced Placement (AP) | American Council on Education (ACE) |
| University Level Examination Program | Military training |
| (CLEP) subject tests | Police Academy training |
| DANTES subject standardized tests | Insurance licenses |

Real estate licenses
Securities licenses
Health training certificates

Computer Literacy Test-Outs
Professional Computer certifications
Firefighter training

Advanced Placement Tests

Students who took University-level courses in high school and earned general educations of 3, 4, or 5 on Advanced Placement tests administered by University Entrance Examination Board can receive University credit.

CLEP / DANTES Examinations

CLEP (College Level Examination Program) is a national program sponsored by the University Entrance Examination Board to test for University-level learning achievement outside a formal educational setting. CLEP Subject Examinations cover basic courses in their respective disciplines. The faculty of Eastern University has established passing general educations for CLEP Examinations.

DANTES examinations are subject-standardized tests sponsored by The Chauncey Group International with credit recommendations made by the American Council on Education. DANTES examinations cover specific topics in their respective disciplines. The faculty of Eastern University has established passing general educations for DANTES examinations.

Typically, three credit hours are given for a passed CLEP or DANTES exam, but CLEP or DANTES credits are accepted only if they do not duplicate previously completed course work. There is a testing fee (for which the student is responsible) that CLEP and DANTES charge for each test taken.

Credit for other professional training

Credit may be awarded for submission of certificates and/or transcripts proving satisfactory completion of certain training programs, including Police Academy, Insurance, Real Estate, Securities, Health, Novell, MCSE, and MCSA. Different amounts of credit may be awarded based on the type and level of certificate and training received. More information is available through Academic Advisors or the Associate Registrar.

Commencement and Degree Conferral

Refer to the Academic Policies & Procedure in the CCGPS Catalog.

Class Attendance and Lateness

The purpose of the university's attendance policy is to help students develop a self-directed, professional attitude toward their studies during their university experience and to maximize their educational opportunities. Because of SMS's accelerated schedule and cohort learning model as well as federal and state instructional hours requirements, attendance at all class sessions is critical to accomplishing learning outcomes. Furthermore, attendance records are maintained and are essential to comply with government regulations for recipients of financial aid and assistance programs, as well as accreditation standards. The university recognizes that class absences sometimes occur for extenuating reasons; however, no distinction is made between excused and unexcused absences.

Policy

- Undergraduate students are permitted to have a maximum of two absences within one course as defined below. Exceeding the number of absences during a course results in an F for the course, if that student has not requested a withdrawal in writing with the registrar.

- Graduate students are permitted to have a maximum of two absences within one course and a maximum of ten absences within the entire degree program. Exceeding the number of absences during a course results in an F for the course if that student has not requested a withdrawal in writing with the registrar. Exceeding the number of absences during the program results in a determination by the SMS Academic Director and any other appropriate party as to whether the student may continue in the program.

Standards and Definitions

On-ground/blended cohorts (undergraduate & graduate)

- Students are expected to attend every class session and to arrive on time and remain for the full session (for evening classes, this is normally 6-10 p.m.).
- Absent – A student is considered absent if he/she misses one quarter or more of a class session (e.g., one hour of a four-hour class).
- Lateness – Arriving after the start time or leaving before the end time of the class. Remember that missing more than one hour of a four-class class is considered an absence.

Online cohorts (undergraduate)

- Student “attendance” in online courses comprises active participation in the course as described in the course syllabus. Online courses will have, at a minimum, weekly mechanisms for student participation, which can be documented by any or all of the following methods: student tracking records in Blackboard; submission/completion of assignments; participation in instructional activities; and communication with the instructor.
- Instructional activities may include formal classroom instruction, virtual classroom sessions, online discussion boards, small group activities, one-on-one interactions between a student and the instructor, among other methods. These activities fulfill Pennsylvania’s requirement to provide 14 hours of instruction per credit. Note: instructional time does not include homework, e.g., reading of textbooks.
- Failure to complete at least 50% of graded assignments and instructional activities in a given week constitutes an absence. “Completion of graded assignments” refers to the week that the graded assignment is due.

Example 1:

Week 1 includes five graded assignments and instructional activities:

1. discussion forum
2. a test
3. recorded lesson (e.g., a Powerpoint or Adobe Connect recording)
4. another recorded lesson
5. an online video

Student A completes items 1, 3, 5 = 3 out of 5 = 60%. This student is “present.”

Student B completes items 1 and 2 = 2 out of 5 = 40%. This student is “absent.”

Example 2:

Week 4 includes four graded assignments and instructional activities:

1. a research paper
2. interactive exercises provided by the textbook publisher
3. a recorded lesson
4. a discussion forum

Student A completes items 1 and 3 = 2 out of 4 = 50%. This student is “present.”

Student B completes item 1 = 1 out of 4 = 25%. This student is “absent.”

Note: These examples are for illustration only. A given week may include many more assignments and instructional activities.

For blended and/or online groups

- The instructor determines if work (including tests and examinations) may be submitted late as a result of an absence(s), if not already stipulated in the syllabus. The syllabus is the governing document for a given course.
While the instructor may allow some assignments to be submitted after the due date in accordance with penalties outlined by the instructor or the syllabus, late assignments cannot be “made up” for attendance purposes.
- If a student knows that she/he will be away or offline for a week or more, the student should consider taking the course at a later time.
- The student should inform the instructor in advance of an anticipated absence. If, however, this is not possible, it is the responsibility of the student to communicate with the course instructor no later than twenty-four hours after the absence has occurred.
- When a graduate student misses a class, the graduate instructor has the option to require the student to complete an additional assignment. Note, however, that neither the instructor nor the University is compelled to offer an option for missed classes; thus, the opportunity to make up work is considered a privilege, not a right. If this option is offered, it replaces only the class participation components of the course, not the class attendance components. This student is still considered absent from that class period.

Veterans and active military personnel

Eastern University honors the service and sacrifices of our nation’s veteran and active military personnel. University policies recognize the rich educational experiences and unique challenges faced by these men and women admitted to undergraduate degree programs. Eastern is committed to providing “military friendly” procedures to such persons enrolled in our degree programs.

With regard to attendance, therefore, for one or two absences due to military reasons, normal attendance policies and procedures will apply. For three or more absences due to military reasons, the student will be allowed to withdraw from the course without academic penalty. Written documentation is required.

Class Participation

Refer to the Student Conduct Policies & Procedures in the CCGPS Catalog.

Copies of Course Assignments

Students are required to keep copies of all their course assignments.

Refer to the Student Conduct Policies & Procedures in the CCGPS Catalog.

Deadlines for Course Assignments

It is the student's responsibility to adhere to deadlines for course assignments. When deadlines are not met, grade penalties and delays in grading may result.

Refer to the undergraduate and graduate CCGPS catalogs.

Course Evaluations

The University's course evaluation system is managed by the Office of Institutional Research. Students will receive an email at the end of each course with a link that will take them to the electronic evaluation form. All evaluations are anonymous.

SMS Directors review course evaluations. Thoughtful, honest, and constructive feedback from students via course evaluations is an important tool in assessing and improving the quality of the program. Students are strongly encouraged to complete these evaluation forms.

Grading System

Grading Scale

A	96 – 100	“A” grades represent: (1) Superior understanding of course material and evidence of ability to analyze critically and synthesize creatively. (2) Sound techniques of scholarship in all projects. (3) Creativity, imagination, sound judgment, and intellectual curiosity in relating the course material to other areas of intellectual investigation.
A-	90 – 95	
B+	87 – 89	
B	83 – 86	“B” grades represent: (1) Understanding of course material; evidence of ability to produce viable generalizations and insightful implications. (2) Understanding of techniques of scholarship in all projects. (3) Sustained interest and the ability to communicate the ideas and concepts, which are part of the subject matter of the course.
B-	80 – 82	
C+	77 – 79	
C	73 – 76	“C” grades represent: (1) Understanding of course material demonstrated by few errors in fact and judgment when discussing the materials. (2) Competence in the techniques of scholarship. (3) Satisfaction of the minimum stated requirements for the course in preparation, outside reading, and class participation.
C-	70 – 72	(Bachelor students are required to retake general education courses in which they earn a C-. Nevertheless, this grade may be assigned if appropriate.)
*D+	67 – 69 Undergraduate Only	
*D	63 – 66 Undergraduate Only	“D” grades represent: (1) A minimal understanding of the course material demonstrated by some errors in fact and judgment when discussing the material. (2) Very little competence in the techniques of scholarship. (3) Satisfaction of somewhat less than the minimum standard of requirements for the course in preparation, outside reading, and class participation. There is no grade of D in the Graduate School.
*D-	60 – 62 Undergraduate Only	
F	below 60	“F” grades represent: (1) A lack of understanding of the course material demonstrated by many errors in fact and judgment when discussing the material. (2) An inability to use sound techniques of scholarship. (3) Failure to meet the standard and fulfill the requirements of the course.

***NOTE: There are no D grades in Eastern’s graduate programs. Any grade below C- will be recorded as an F**

Satisfactory Academic Progress

Refer to the Academic Policies & Procedure in the CCGPS Catalog.

Academic Dishonesty

Refer to the Academic Policies & Procedure in the CCGPS Catalog.

Academic Probation

Refer to the Academic Policies & Procedure in the CCGPS Catalog.

Academic Honors & Honor Societies

There is a new policy on honors which now includes the recognition *cum laude*. Please see catalog for policy. For undergraduates in the Associate of Arts and Organizational Leadership programs, installation into Alpha Sigma Lambda, an honor society specifically for adult students, is bestowed on the top ten percent based on GPA. Honor society selection occurs twice within a calendar year to recognize students who will be participating in the May or December commencement ceremonies. Students will receive a letter of invitation to join the honor society.

For undergraduates in the Business Administration program, installation into Delta Mu Delta, a business honor society, is bestowed on the top twenty percent based on GPA. Honor society selection occurs twice within a calendar year to recognize students who will be participating in the May or December commencement ceremonies. Students will receive a letter of invitation to join the honor society

Outstanding students in the Fast-Track MBA and the Fast-Track FHA programs are recognized after the conclusion of their respective programs. For these graduate students, installation into Delta Mu Delta, a business honor society, is bestowed on the top twenty percent of students based on GPA. Honor society selection occurs twice within a calendar year to recognize students who will be participating in the May or December commencement ceremonies. Students will receive a letter of invitation to join the respective honor society. Refer to the Delta Mu Delta website for more information:
<http://www.deltamudelta.org/>

Grade Change Policy

Refer to the Academic Policies & Procedure in the CCGPS Catalog.

Grade Appeals Policy

Refer to the Academic Policies & Procedure in the CCGPS Catalog. SMS requests that documentation for grade appeals be submitted electronically.

Incompletes and Withdrawals

Refer to the Academic Policies & Procedure in the CCGPS Catalog for information on withdrawing from courses or a program and for policies on returning from withdrawals.

Operational Policies and Procedures

Inclement Weather Procedures

School closing information is available through various channels: on the website, on the radio, through the main campus phone, and through the e2campus alert system. Please refer to the Student Services section in the CCGPS Catalog for more details.

SMS classes will seldom be canceled due to inclement weather; rather, students should expect that they will most often be moved online if school is closed. Students are required to check their Bb course sites for class information from their instructor.

ID Cards

Refer to the Student Services section in the CCGPS Catalog.

ID Cards: Students can submit a picture through the online orientation or they can schedule a time with their Student/Site Services Coordinator to get their picture taken.

Copyright Policy

Eastern University adheres to all copyright laws and therefore will not reproduce any materials that have copyright protections. Copyright privileges have been obtained for all of the materials produced by Eastern University. The copyright laws allow an instructor to reproduce an article for one-time use in a classroom without copyright approval.

Videos have been purchased for use by instructors. Videos are owned by Eastern University and are not to be used by students for personal reasons or other organizations due to copyright restrictions.