

## About this Handbook

The *Information Architecture and Knowledge Management Student Handbook* is a guide to the Master of Science program in Information Architecture and Knowledge Management (IAKM), including admission, policies, resources, and personnel. Graduate students are also expected to read and follow the *Graduate Schools Catalog* edition in effect during their first semester at Kent, which is the official policy document for graduate study at Kent State University. This *Handbook* in no way replaces or supersedes the *Graduate Schools Catalog*. A student is responsible for keeping informed about all relevant university policies and maintaining an up-to-date understanding of any policies that may change over the course of the student's university experience.

For the most updated information on the IAKM program, please see the website at <http://iakm.kent.edu>.

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## **The Master of Science in Information Architecture and Knowledge Management**

With the rapid evolution of the information society, facilitated by the emergence and explosion of digital information and electronic networks, there has been tremendous growth in the information-related disciplines. At the same time, there has been a convergence of the activities of these disciplines in electronic information and a need for information professionals who span many fields or who are establishing new roles in information-intensive organizations.

Kent State University recognizes this growth both within and across disciplines. It is the latter need for transdisciplinary and multidisciplinary information professionals that led to the creation of the Master of Science in Information Architecture and Knowledge Management. Information Architecture and Knowledge Management are two identifiable roles on a spectrum of careers of emerging information professionals, which this degree anticipates. This degree is designed to be nimble and flexible, but rigorous: nimble and flexible through the program's continually keeping abreast of current and emerging information skills, technologies and education, yet rigorous so that graduates are equipped to assume important positions in an organization.

The IAKM degree is interdisciplinary and therefore includes distinguished faculty members from its contributing sponsors:

- Communication Studies
- Computer Science
- Graduate School of Management
- Journalism and Mass Communication
- Library and Information Science
- Visual Communication Design

## **The Role and Mission of Kent State University**

Kent is dedicated to providing a superior university education, to advancing significant research and creative activities, and to furthering the fulfillment of societal goals. The oldest state university in Northeast Ohio, Kent reflects the advantages of the vital cultural and commercial region in which its eight campuses are located.

Kent offers an extensive array of associate, baccalaureate, master's, education specialist and doctoral degrees. Graduate programs provide advanced professional education and intellectual depth. Kent serves a talented, culturally rich student body from Ohio and around the world, including historically underrepresented and nontraditional students.

Kent's diverse faculty, skilled in the scholarship of teaching, discovery, application and integration, foster the intellectual life of the university. An environment of academic and artistic freedom is enhanced by an excellent research library and numerous opportunities to collaborate with other institutions, public agencies, and the private sector. At Kent, a major focus is responding to social, cultural and economic challenges. In a complex changing world, Kent affirms its position as an essential, dynamic resource for the state of Ohio and beyond.

## Goals of the IAKM Program

Upon the completion of the program, students should:

1. Possess an understanding of new and emerging roles for information professionals, including careers in information architecture, information use and knowledge management, and their relationship to existing roles in information-related professions.
2. Possess knowledge of and fundamental skills in information literacy, media literacy and communication processes and strategies.
3. Organize, describe and provide access strategies for information resources in a manner that will facilitate efficient and effective utilization of information resources.
4. Understand trends and roles of current and emerging information technologies and gain experience with many of them.
5. Understand issues of and implement tasks in information design, organization, packaging, utilization and reutilization.
6. Understand the variety of and gain experience in information resources and their use.
7. Understand the importance and character of information economics.
8. Understand the role and management of information and knowledge in an organization's strategies to stay current and/or to become or remain competitive.
9. Analyze, evaluate and be able to conduct research in the information sciences and to apply research findings to the solution of problems in the areas of information architecture, information use or knowledge management.
10. Analyze the information needs and uses of specific user populations and design and implement the information technologies, systems, products or services that will address such needs and uses.
11. Implement a research project in a real-world environment/application or develop a thesis on some aspect of knowledge or information use, products, systems or services.
12. Acquire substantive knowledge of information architecture, information use or knowledge management.

## General Information on Graduate Study

### **Academic Advising**

Advising in the program is important for success in achieving the student's career or research objectives. Important matters to discuss with advisers include selecting a concentration, selecting courses, choosing between a thesis and a master's project, finding a corporation to sponsor a master's project, approval for course substitution, taking course prerequisites, etc. Students are recommended to schedule a meeting with the Program Director, Academic Adviser, or Academic Program Officer prior to taking classes. If this is not possible, then such a meeting should occur within the first six credits of courses taken.

## **GPA Requirements**

Students must maintain a 3.0 average in all coursework at Kent State University. A student who earns a combination of more than 7 hours of “C” (2.0) or lower coursework or more than 4 hours of “D” (1.0) or lower coursework or below is subject to dismissal. In addition, in order to qualify for graduation, a 3.0 average must be maintained for all graduate coursework. Grades below a “C” (2.0) average are not counted toward completion of requirements for the degree, but are counted in determining a student's grade point average.

Specific to the IAKM program, conditional admission is recommended for students with an undergraduate grade point average below 3.0 and/or low TOEFL scores. As a conditional student you are required to obtain a grade of “B” (3.0) or better in your first 9 hours in any of the core courses listed below:

IAKM 60001 – Information Architecture and Knowledge Management I  
IAKM 60002 – Information Architecture and Knowledge Management II  
IAKM 60003 – Information Design in the Digital Age  
IAKM 60005 – Information Technologies  
IAKM 60006 – Strategic Information Management  
CS 61001 – Structure of Computer Science  
ECON 62015 – Economics of Information

**Choose only 1 course from the following:**

COMM 65020 – Research Methods in Communication  
ECON 64004 – Quantitative Methods in Business Administration  
JMC 60007 – Research Methods in Mass Communication  
LIS 60604 – Research for Decision Making in Libraries and Info Centers

As soon as these requirements are met, the “conditional” status will be lifted. Conditional students are not eligible for a graduate assistantship. Failure to meet the specified conditions may result in a recommendation for dismissal. Decisions on retention/dismissal are generally made at the end of each academic semester.

## **Attendance**

Regular attendance in classes, as per **University Policy 3342-3-06**, is mandatory. Attendance means the actual physical or virtual presence of the learner in the class between the posted hours for the class's activities. Tardiness and reverse tardiness—(leaving the class early)—negatively affect the assessment criterion for attendance.

## **Cheating and Plagiarism**

The student is expected to be the original author of the content of all assignments, whether done individually or in teams. Kent State University has a zero tolerance for cheating and plagiarism.

One area that many students may not realize as cheating is: “Using a substantial portion of a piece of work previously submitted for another course or program to meet the requirements of the present course or program without notifying the instructor to whom the work is presented.” Be careful about using work that was done as part of your employment activities. If the work is within the bounds of expectation of your performance, it typically cannot be used for academic credit—(this would be a sort of double dipping). If the work performed extends or goes beyond one's typical work obligations, then it might be considered acceptable. Please check with the instructor in advance when in doubt about whether something is appropriate for academic credit

Complete guidelines and definitions regarding cheating and plagiarism are outlined in University Policy Register (**University Policy 3342-3-07**) as well as Appendix A of this handbook.

## **Course Loads**

Students must take at least 8 credit hours a semester to maintain full-time status at the graduate level. These 8 hours must be graduate courses at the 50000 or 60000 level. Any student taking less than 8 credit hours of graduate courses a semester will be considered a part-time student. Students should consider that at the graduate level students are expected at a minimum to spend 3 hours of work per graduate credit per week (i.e. 9 hours of work per week outside of class for each 3 credit hour course).

## **Individual Investigation**

An individual investigation is an avenue by which a student may study a particular topic related to their concentration that is not treated within the curriculum or is not treated in the depth that the student desires. An individual investigation is not meant to be used as a substitute for a course within the curriculum. A project involving approximately fifty hours of research and study may receive 1 semester hour of credit. The maximum credit per project is 3 semester hours. The maximum credit toward the master's degree is 4 semester hours.

## **Grades**

The transcript is an accurate and complete historical record of work attempted at the university. Changes to transcript entries that alter the enrollment history of students are not to be made.

See *Graduate Schools Catalog* for detailed information about grades and grading. The following describe cases of special grades.

## **Academic Grades and Administrative Marks**

Student proficiency in coursework is recorded by letter grades.

A	4.0	Denotes excellent scholarship
A-	3.7	
B+	3.3	
B	3.0	Minimum grade expected for graduate students
B-	2.7	
C+	2.3	
C	2.0	Graduate Students can earn no more than 7 hours of 2.0 or lower coursework
C-	1.7	
D+	1.3	
D	1.0	Graduate students can earn no more than 4 hours of 1.0 or lower coursework
F	0	

## **IP (In Progress) Grades**

There are certain courses in which continuing research or an ongoing project takes longer than a semester to complete. For such courses, the grade of In Progress (IP) may be given at the instructor's discretion.

## **IN (Incomplete) Grades**

A grade of IN (Incomplete) may be awarded to a student who is doing passing work ("C" (2.0) or better) but is unable to complete any part of the coursework occurring during the period of time between the deadline for course withdrawal (generally the 10<sup>th</sup> week of the semester) and the end of classes. Incomplete grades are considered for factors beyond the student's control - for example, an illness. An IN is never to be used to give a student an opportunity to make up for poor performance.

Appropriate documentation must be submitted and can be obtained from the instructor. This documentation serves as a contract between the student and instructor and is validated by the Program Director. The student may remove the incomplete by arranging with the instructor (or Program Director in the event of a prolonged absence of the instructor) to make up the work missed and receive a regular letter grade. The incomplete must be made up by a time specified in writing, which is agreed upon by the student and the instructor, but in no case later than the end of the next succeeding academic year.

## **NA, NF, SA, SF Grades**

Students are required to attend classes and workshops in which they enroll in order to earn a grade. If a student registers for a course or workshop and does not attend or stops attending, the following grades will be issued. If a student has special circumstances for attendance, s/he must contact the instructor to make appropriate arrangements.

**NA:** Denotes that a student has never attended a class and that evaluation of classroom performance is not possible.

**NF:** After one term, unless removed for administrative reasons, the "NA" grade will default to an "NF" (Never Attended F (0.0)) grade and will count as zero quality points in computing grade point averages. Students who graduate at the end of a term and never attend a class for which there is no formal withdrawal will incur an "NF" (0.0) grade immediately.

**SA:** The mark "SA" (Stopped Attending) denotes that students stopped attending the course and did not formally withdraw. The "SA" grade is not used in computing grade point averages and must be accompanied by a date of last attendance in the course. Faculty who cannot determine the exact date of last attendance may use the date of last academic activity in which students participated. "SA" grades are not appropriate after the course withdrawal deadline; at which time, students would be evaluated on the completion of course requirements. In the case of a course being taken pass/fail, the "SA" grade will revert to a "Z" grade.

**SF:** After one term, unless removed for administrative reasons, the "SA" grade will default to an "SF" (Stopped Attending F (0.0)) grade and will count as zero quality points in computing grade point averages. Students who graduate at the end of a term and stopped attending a class for which there is no formal withdrawal will incur an "SF" grade immediately.

## **Transfer Credits**

A maximum of 12 credit hours can be transferred into the IAKM program from any university, provided the courses are applicable to the degree, the work is of "A" (4.0) or "B" (3.0) quality, and the credit is less than six years old at the time the degree is conferred at Kent. Students who want to receive two Master's degrees simultaneously must apply for "Dual Degree" status, unless enrolled in one of the Multiple Degree Options (see page 11).

## **Time Limits**

Students must complete the IAKM Master of Science Degree within six calendar years after initial enrollment in the IAKM program at Kent State University. Extensions may be granted at the discretion of the Program Director and the Dean.

## **Petitions for Exceptions to Policies and Rules**

Any students needing exceptions to existing policies and rules listed here or in the *Graduate Schools Catalog* should see the Program Director for more information.

## **Application for Graduation**

Students must apply for graduation during the first week of the semester in which graduation will take place. Information and applications for graduation are available in the IAKM Office or the College of Communication and Information, 202C Taylor Hall.

## **The Kent Academic Progress System (KAPS)**

Kent State University utilizes an automated degree audit system, KAPS, to monitor students' progress toward completion of degree requirements. The system compares all coursework (including transfer and/or transient courses and in-progress work) with program requirements and provides a current summary of students' progress toward meeting degree requirements. KAPS reports are prepared to assist students in planning academic programs. KAPS reports are available for all students enrolled in the IAKM program. Although final certification of the completion of degree requirements rests with the Program and the College of Communication and Information, students are responsible for verification of KAPS information and completion of degree requirements.

Students can access their KAPS report through Web For Students either directly at <https://wfs.kent.edu> or via Flashline at <http://flashline.kent.edu>. Students should keep in mind that the most up-to-date information regarding the IAKM program and its curriculum structure is available through the IAKM Office. Not all curricular changes are currently represented in the KAPS system.

## **Structure of the MS Degree Program**

Students will be expected to take the core program, four courses in one concentration, three courses from the other concentrations (at least one from each of the other two), plus a Thesis or a Master's Project for a total of 48 credits in the IAKM program. Students are encouraged to complete as much of the core as possible before working on a concentration.

## **Core Program**

All students are required to take an eight-course, 24-credit core, providing an overview of the information-related professions and of information processes and products, and information-technology research. The core will emphasize the collaboration of intellectual and computer-based technologies, the importance of the user perspective, professional standards and the role of research. The IAKM core provides competencies in the following areas:

- intellectual technologies, such as knowledge organization, packaging and repurposing
- information technologies, such as hardware and software applications

- knowledge of information users, uses and needs
- knowledge of information-intensive contexts such as business and government
- knowledge of information processes such as strategic planning and project management.

Requirements of the core program are as follows:

<u>Course Number</u>	<u>Credits</u>	<u>Course Name</u>
IAKM 60001	3	Information Architecture and Knowledge Management I
IAKM 60002	3	Information Architecture and Knowledge Management II
IAKM 60003	3	Information Design in the Digital Age
IAKM 60005	3	Information Technologies
IAKM 60006	3	Strategic Information Management
CS 61001	3	Structure of Computer Science
ECON 62015	3	Economics of Information

**Plus choose one of the following:**

COMM 65020	3	Research Methods in Communication
ECON 64004	3	Quantitative Methods in Business Administration I
JMC 60007	3	Research Methods in Mass Communication
LIS 60604	3	Research for Decision Making in Libraries and Information Centers

Based on the applicant's education and/or experience and providing appropriate and adequate evidence, he or she may petition to substitute one or more of the core courses with elective(s) by filling out a "Course Exemption" form. These forms are submitted to the Program Director for approval. Cognate and elective courses in related departments must be selected and approved by the Program Director and the student's adviser. Students are expected to develop a course of study in conjunction with their adviser that will realize their career objectives.

## Concentrations

In addition to the core courses, students will be required to take 4 courses or 12 hours of coursework in their concentration of choice. They will also be required to take 3 courses or 9 hours of coursework in the remaining concentrations with at least one course from each. Below are the courses designated to each concentration. While some courses appear in more than one concentration listing, they may only be applied to one concentration requirement, not doubly counted.

### **INFORMATION ARCHITECTURE**

BAD 60095	Topics: Tech Supporting Internet Systems	3
BAD 64007	Information Technology	3
BAD 64011	Systems Simulation	3
BAD 64042	Management Information Systems	3
BAD 64045	System Development Methodologies	3
BAD 64080	Emerging Hardware and Software Technologies	3
BAD 64081	Data Communications and Networking in Business	3
BAD 64082	Database Management Systems	3
BAD 64083	Information Security	3
CS 57105*	Web Design and Programming I	3
CS 57106*	Web Design and Programming II	3
CS 69995	Topics: Computer Programming & Operating Environments	3

CS 69995*	Topics: Internet-Bsd Adv App & Sys	3
IAKM 60692*	Practicum	2-3
IAKM 60792*	Internship	1-3
IAKM 61096*	Individual Investigation	3
IAKM 60691	Seminar: TBA	3
IAKM 61095	Topics: Foundational Principles of Information Architecture	3
IAKM 61095	Topics: Online Branding	3
IAKM 61095	Topics: Standards-based Web Design	3
IAKM 61095	Topics: Usability Testing for the Web	3
IAKM 61095	Topics: User and Task Analysis for Interface Design	3
IAKM 61095	Topics: Web Systems Management	3
JMC 56001*	Information Graphics	3
LIS 60640*	Library Automation	3
LIS 60641*	Information Storage and Retrieval Systems	3
LIS 60642	Implementation of Information Storage and Retrieval Systems	3
LIS 60643*	Online Information Systems	3
LIS 60645	Database Systems	3
LIS 60646	User Interfaces for Information Retrieval Systems	3
LIS 60647	Network and Software Resources for Information Systems	3
LIS 60648	Electronic Publishing on the Web	3
LIS 61095	Topics: Digital Image Processing	3
VCD 5/60096*	Visual Design for Media I /Indv. Inv.	1
VCD 53007	Information Graphics	3

## INFORMATION USE

BAD 60095	Topics: Tech Supporting Internet Systems	3
BAD 64042	Management Information Systems	3
BAD 64083	Information Security	3
COMM 65670	Interpersonal Communication	3
COMM 65661	Communication in an Information Society	3
COMM 65662	Mass Media Effects	3
COMM 65665	Personal and Mediated Communication	3
CS 69995*	Topics: Internet-Bsd Adv App & Sys	3
IAKM 60692*	Practicum	2-3
IAKM 60792*	Internship	1-3
IAKM 61096*	Individual Investigation	3
IAKM 60691	Seminar: TBA	3
IAKM 61095	Topics: Online Branding	3
IAKM 61095	Topics: Usability Testing for the Web	3
IAKM 61095	Topics: User and Task Analysis for Interface Design	3
IAKM 61095	Topics: Web Systems Management	3
IAKM 65690	SEM: Communication and Cognition	3
JMC 50015*	Media Management	3
JMC 60015*	Advanced Media Management	3
JMC 50004*	Computer Assisted Reporting	3
JMC 50012*	Online Journalism	3
JMC 60002*	Legal Problems in Mass Communication	3
JMC 60003*	Seminar: Ethics of Mass Communication	3
JMC 60009*	Seminar: Social Role of the Mass Media	3
LIS 60643*	Online Information Systems	3
LIS 60646	User Interfaces for Information Retrieval Systems	3
LIS 60650*	Information Policy	3
LIS 60613*	Information Uses and Services	3
LIS 60644	Information Science	3
LIS 60649*	Indexing and Abstracting	3
LIS 60666*	Ethical Concerns of Library and Information Professionals	3
PSYC 60453	Introduction to Cognitive Psychology	3
SOC 62540*	Social Organization	3

SOC 62542*	Sociology of Work	3
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## KNOWLEDGE MANAGEMENT

BAD 64042	Management Information Systems	3
BAD 64081	Data Communications and Networking in Business	3
BAD 64082	Database Management Systems	3
BAD 64083	Information Security	3
COMM 65851	Organizational Communication	3
CS 69995*	Topics: Internet-Bsd Adv App & Sys	3
IAKM 60692*	Practicum	2-3
IAKM 60792*	Internship	1-3
IAKM 61096*	Individual Investigation	3
IAKM 60691	Seminar: TBA	3
IAKM 60010	Organizational Knowledge Management	3
IAKM 61095	Topics: Organizational Memory Management	3
IAKM 61095	Topics: Foundational Principles of Knowledge Management	3
JMC 50015*	Media Management	3
JMC 60015*	Advanced Media Management	3
LIS 61095	Topics: Digital Image Processing	3
LIS 60610	Library Management	3
LIS 60650*	Information Policy	3
POL 60000	Public Policy Development	3
POL 60001	Public Policy Delivery	3
POL 68091	Seminar: Managing Conflict and Consensus	3

Courses listed above with asterisks either require prerequisites or special permission to enroll. Please see the key below for further instructions. Any further questions should be directed to the Academic Program Officer.

**CS 57105, CS 57106** Prerequisite VCD 60096 (Visual Design Media I) and CS 69995 (Computer Programming and Operating Environments) or Permission

In order to prove competency to bypass the prerequisites listed above, the student needs to write a background statement for review by the Program Director. The description should include any information on knowledge of typologies including knowledge of principles of design and their relation to all media to cover the VCD prerequisite. For the CS prerequisite, the student will need to show proficiency in programming Java, JavaScript and C. The ability to work in Windows, UNIX and Mac operating systems as well as shell-level programming in these environments must also be exhibited. Any further questions should be directed to the Program Director.

**CS 69995 (Computer Programming and Operating Environments)** Prerequisite: Programming skill in C or C++ is required. Background in Operating Systems and Computer Networks, CS 4/59995 Internet Engineering, CS 4/55201 Computer Communication Networks will help greatly. Experience in HTML and Java are not absolutely necessary.

**ECON 64004** This course requires a significant background in statistics. Does not thoroughly cover research methods, but focuses on quantitative analysis of research data. Not recommended for those taking Master's Thesis Option. Student must enroll through the Academic Program Officer.

**ECON/BAD Courses** All courses taught through the Graduate School of Management require that students have special permission to take the courses, whether for appropriate background or because they are not enrolled in the Graduate School of Management. Please contact the Academic Program Officer to enroll in these courses.

**JMC Courses** All enrollment for JMC courses must be registered through Jeannie Waller at (330) 672-8876.

**LIS Courses** Students should contact the instructor to obtain permission for any class that requires permission to enroll. Those courses that have listed prerequisites require the completion of a School of Library and Information Science (SLIS) Out of Sequence form to get permission to enroll. That form may be obtained in the SLIS office or IAKM office.

**SOC Courses** Contact Academic Program Officer to obtain permission to enroll.

**VCD 60096, VCD 53007** Student must contact Academic Program Officer to assess ability. To enroll, student must contact Jerry Kalback, Assistant Director of Visual Communication Design, in his office at 226 Art Building. VCD 53007 is cross-listed with JMC 56001. Students may choose to enroll via the JMC course.

## **Master's Thesis Option**

This option is recommended for those students interested in pursuing research or doctoral work. The thesis topic must be approved by the program and filed with the graduate dean no later than the semester preceding that in which the candidate expects to receive the degree. The topic should be one that will further the student's educational development by exercising research or other skills that will help the student keep abreast of the field and enable the student to pursue independent work. The thesis topic is formulated by the student in consultation with the adviser and submitted to the program for approval according to normal program procedures.

The thesis must be completed and in the hands of the examining committee no later than eight weeks before commencement. After the thesis has been accepted by the examining committee and after the candidate has passed the oral examination, two copies of the final, letter-perfect thesis are prepared and submitted to the appropriate graduate office. Two copies of an abstract of not more than 400 words are included with the copies of the thesis. Students electing the thesis option should consult the *Guidelines for the Preparation of Theses* for guidance, available in the college offices.

Each student writing a thesis is required to register continuously for Thesis I – IAKM 61199 for a total of 6 hours. A student who has completed the required 6 hours of Thesis I is expected thereafter to register continuously for Thesis II 61299 each semester, including summer, until all degree requirements are met. No more than 6 hours of Thesis I credit may be counted toward completion of degree requirements. The student should make certain that the topic has been approved and must register for thesis writing not later than the last semester the student is in residence. Grades of "S" or "U" are used.

For more detailed information on the Master's Thesis Option, please see the *Guide to Preparation of Thesis* at <http://iakm.kent.edu/thesis.pdf>.

## **Master's Project Option**

This option is recommended for students seeking employment upon the completion of their degree. For the Master's Project, the student will develop a project in their chosen area of concentration in conjunction with the information-related activities of an organization, under the guidance of a site supervisor and an academic adviser. Projects could include creation of a web site for marketing a product or service, an inventory of the information needs of an organization, usability testing of information interface, product or service, applying a knowledge management methodology to elicit the tacit knowledge of employees, creating XML and metatags for a specific context to facilitate efficient and effective information retrieval, or analyzing the communication flows in an organization that promote or hinder the acceptance of an information product, process, system or service. The organization can be suggested by the student or by the advisers in the IAKM Program Office. Companies such as KeyCorp, Lexis-Nexis, and Ernst & Young may provide opportunities for such work.

For more detailed information on completing the Master's Project Option, please see the *Master's Project Handbook* at <http://iakm.kent.edu/mastersproject.pdf>.

The objectives of the Master's Project are to enable each IAKM student to:

- complete an independent experience in the context of the information-related activities in an organization
- foster a more in-depth, specialized treatment of a topic or work process than is usual in a formal classroom setting
- work on an information product, technology, system or service so as to gain organizational, practical experience with these aspects of professional work.
- submit a report to his/her on-site and faculty advisers and the program office detailing the nature of the work experience, its methods, process and results.

Evaluation of the project will result in grades of "S" or "U." The evaluation will be made by the adviser with consultation to the site supervisor.

## Multiple Degrees

### Dual Degree Option

A desirable credential for a number of positions is that of a master's degree in a subject area in addition to the Master of Science in Information Architecture and Knowledge Management. It is possible to work on two master's degrees concurrently at Kent State University. Up to 12 hours of credit may be shared between two programs.

### Multiple Degree Option

Students can pursue multiple degrees of the Master of Arts in Journalism and Mass Communication (MA in JMC) and Master of Science in Information Architecture and Knowledge Management (MS in IAKM) or a Master of Science in Library and Information Science (MLIS) and a MS in IAKM. Students apply to both the Master's Program in Information Architecture and Knowledge Management and to the School of Library and Information Science or the School of Journalism and Mass Communication. Each program or school makes an independent admission decision. If approved for admission by both the Program and the School, students may doubly count up to 28 credits for each degree, although, based on the combination of the concentrations taken in each degree, the actual number will range from 12 to 28.

Many job opportunities in Library and Information Science require a Master of Science degree from an accredited school of library and information science. The Master of Science in Library and Information Science enjoys such accreditation from the American Library Association. Students may find that their IAKM skills might be able to be applied in a library or information center environment and for them to more easily secure jobs in such settings; an ALA-accredited degree is almost always demanded. In addition, courses in the IAKM program will provide enhanced employment options and a more diverse education that will allow them to pursue jobs not in traditional settings for students in Library and Information Science.

For more information on the sharing of credits and the outline of coursework for each multiple degree option please see the IAKM site at <http://iakm.kent.edu/multiple.html>.

## Course Descriptions

Listed below are the course descriptions for IAKM courses. For descriptions of courses from other departments, please consult the *Graduate Schools Catalog*.

- IAKM 60001 **Foundations Of Information Architecture And Knowledge Management I (3)**  
Introduction to Information Architecture and Knowledge Management. Information sciences, systems, and professionals in the information society; organization of knowledge for computer storage, source access, and information retrieval; user information needs analysis; communication processes and telecommunications.
- IAKM 60002 **Foundations Of Information Architecture And Knowledge Management II (3)**  
Information technology and information packaging, design and display; mediomorphosis; information requirements analysis and information use environments; cybermedia; law, ethics, policy and information; organizational information flows, sources and transformations; managers as information processors.
- IAKM 60003 **Information Design In The Digital Age (3)**  
Examines the influence of digital technologies on the structure and presentation of information. Provides a cultural and technological context for understanding the information design process. Introduces practical design principles for digital media, flowing from information requirements analysis, specification development, and evaluation.
- IAKM 60005 **Information Technologies (3)**  
Telecommunications devices, media and systems; network configurations, topologies and protocols, network applications and management; database architecture and design; web database integration; client server database design; data warehouses and data mining; electronic commerce; enterprise resource planning.
- IAKM 60006 **Strategic Information Management (3)**  
Fundamental concepts of strategy, resource management, and systems theory are explored and then applied to diverse problems in information technology (IT) management. Specific IT studied includes information systems analysis and design, telecommunications, data management, and emerging artificial intelligence resources. Both theory and technologies are examined with a particular emphasis on their relevance to the emerging problems of electronic commerce.
- IAKM 60010 **Organizational Knowledge Management (3)**  
Course reviews the history, theories and models of organizational management. Implementation strategies for human resources, organizational processes, and technology are explored. The organizational knowledge management activities of knowledge acquisition, generation, formalization, deployment, utilization, measurement and evaluation are presented.
- IAKM 60198 **Master's Project**  
Students must register for this course during the semester of their Information Architecture and Knowledge Management project. Not repeatable. "S/U" grading; "IP" permissible.
- IAKM 60691 **Seminar in Information Architecture and Knowledge Management**  
Advanced research by small groups of students who are qualified to examine problems of certain special areas in information architecture, information usability or knowledge management.
- IAKM 60692 **Practicum in Information Architecture and Knowledge Management**  
Supervised work experience in information architecture, information use or knowledge management of a professional nature of not less than 100 clock hours with directed readings and preparation of a paper. May not be repeated. IP permissible.
- IAKM 60693 **Variable Title Workshop in Information Architecture, Information Use or Knowledge Management**  
Intensive examination of special topics of interest to those involved in information architecture, information use or knowledge management. Maximum number of workshop credits for the MS-IAKM degree is 4 semester hours. S/U Grading.

- IAKM 60792 **Internship in Information Architecture, Information Use or Knowledge Management**  
Supervised work experience of an advanced professional nature that concentrates on developing skills in Information Architecture, Information Use or Knowledge Management. IP permissible. Prerequisite: Graduate Standing and Director's Approval.
- IAKM 61095 **Selected Topics in Information Architecture, Information Use or Knowledge Management**  
Offered irregularly as resources and/or opportunities permit. Topics could include current or emerging issues in information architecture, information usability or knowledge management. Specific topics will be announced in the Schedule of Classes.
- IAKM 61096 **Individual Investigation in Information Architecture, Information Use or Knowledge Management**  
Research or individual investigation for master's level graduate students. Maximum credit per registration: 3 hours. Maximum credit towards master's degree: 6 hours. IP permissible. Prerequisite: Permission.
- IAKM 61199 **Thesis I**  
Thesis students must register for a total of 6 hours, 2 to 6 hours in a single semester, distributed over several semesters, if desired. "S/U" grading; "IP" permissible.
- IAKM 61299 **Thesis II**  
Thesis students must continue registration each semester until all degree requirements are met. "S/U" grading; "IP" permissible.

## Special Topic Courses

As new topics of interest arise in the IAKM areas, faculty may choose to offer courses in those areas. Below is a list of courses that have been previously offered under the special topics course number (IAKM 61095). These courses are offered irregularly as resources and/or opportunities permit. Specific topics will be announced in the Schedule of Classes.

### Standards-Based Web Design

#### Description:

This course approaches web site design from an emerging direction that is centered on the use of Cascading Style Sheets (CSS) as the basis for formatting web-based documents. This method relies on a complete separation of content and presentation. By doing so, it is possible to create web sites that are easily compliant with federal regulations regarding accessibility (Section 508 of the U.S. Rehabilitation Act), and with validation according to strict XHTML guidelines specified W3C. There are numerous examples today of web sites in which a variety of CSS may be applied to a very simple XHTML markup to create completely different visual representations of the content depending on which CSS is applied. The broader implications of this approach to design is that content marked up in XHTML can be "styled" (through CSS) to be displayed on various devices such as cell phones or PDAs. The emphasis of this course, however, will be on the use of CSS in web site development.

### User and Task Analysis for Interface Design

#### Description:

This course is designed for individuals with an interest in how effective user interfaces for software applications are designed and developed. Task analysis process and theory are explored and applied via principles drawn from anthropology, ethnography, cognitive psychology, document and instructional systems design and market research. Students will develop a working knowledge of contemporary rapid applications development (RAD) tools including Macromedia Dreamweaver MX and Macromedia Fireworks MX. Practical techniques and methodologies are presented to understand the context of user and task analysis and improve interface design through all phases of the design process.

User and Task Analysis for Interface Design Syllabus: (<http://nmc1.kent.edu/iakm/>)

## **Organizational Memory Management (OMM): Principles, Projects, and Practices in Document, Information, and Records Management**

### **Course Description:**

This course provides a pragmatic foundation for individuals considering the document, information, and records management professions. The course will present a conceptual foundation and practicum for Organizational Memory Management (OMM) that focuses on: principles (conceptual framework and historical context), projects (identifying, selecting and evaluating OMM systems, applications and repositories), and practices (current research initiatives and organizational challenges, concerns, issues and obstacles associated with deployment).

Organizational Memory Management Syllabus: (<http://iakm.kent.edu/downloads/omm.pdf>)

## **Foundational Principles of Information Architecture**

### **Course Description:**

This course will provide an overview of the concepts and practices of information architecture (IA), and it will provide students the opportunity to develop practical skills related to information architecture. The World Wide Web is a powerful vehicle for providing information services to clients, peers, suppliers, and other players. What an organization can do with the web is limited by a number of factors including the available technical expertise, creativity, and the extent to which an organization elucidates its mission, processes, and users/clients. IA seeks to minimize the limitations on an organization's ability to provide information and communication within and among organizations, clients, suppliers, etc. Just as traditional architects seek to create living/working spaces that optimize the effectiveness, efficiency and enjoyment of those who live/work in such spaces, Information architects seek to create "information spaces" (usually manifested as web sites) in which organizations can create and share information in an environment that reduces barriers to communication and access, while enhancing the efficiency and effectiveness of all involved. Information flow within organizations of any size is complex--IA is about making it appear simple. In short, we will develop an understanding of the concepts of IA via existing literature related to it, and we will reinforce those concepts by building complex web sites for real organizations that reflect our best understanding of the organizations mission, processes, goals, clients, and suppliers.

Foundational Principles of Information Architecture Syllabus (<http://iakm.kent.edu/students/iafoundations.pdf>)

## **Foundational Principles of Knowledge Management**

### **Course Description:**

This course covers: historical and sociological foundations for knowledge; theories/definitions of knowledge; the relationship of knowledge to power and trust; Information Management vs. Knowledge Management (KM); three generations of KM; applications of the Knowledge Life-Cycle Framework; integration of complexity theory, KM, and Organizational Learning; significant issues in KM best practices, culture, economics, strategy, intellectual capital, sustainable innovation.

Foundational Principles of Knowledge Management (<http://iakm.kent.edu/downloads/fpkm.pdf>)

## **Workshops**

Kent State University offers various workshops for graduate credit through a number of university departments. A maximum of four workshop hours count toward the degree. Before enrolling for a workshop, students must submit a "Workshop Request Form" to ensure the workshop will count toward the IAKM degree. Decisions regarding workshop and course content overlap are at the discretion of the Program Director and Dean. Completing a workshop may prevent a student from enrolling for a course with similar content in the future. Students are permitted to apply **up to 4 credit hours** of workshop credit to their degree.

## Financial Aid

There are a limited number of Graduate Assistantships available through the IAKM program. Applications are available in the program office. Graduate Assistants must be full-time students.

Assistantships are also available through other departments in the University. Contact the program office at 330-672-5840 to obtain the current *Directory of Graduate Assistantships in Administrative Offices*. Graduate Assistants must be full-time students (at least 8 hours a semester) and cannot be conditionally admitted. Information about financial aid outside the program is available through the university financial aid department (330-672-2972 or <http://www.sfa.kent.edu/>).

## Graduate Student Services

### Career Services Center

All students can register with the Career Services Center (261 Michael Schwartz Center). The Center provides services in career education, career employment and academic testing. Students can visit the Career Services website at <http://careers.kent.edu> for more information on available services.

### Client Services / Helpdesk

Students can find help for any technical problems from FLASHline, FLASHmail and Web For Students as well as some course utilities like Web CT Vista. The Helpdesk website at <http://helpdesk.kent.edu/> provides not only contact information, but also free software downloads and information on discounted software available to Kent State University students.

Helpdesk contact information:  
helpdesk@kent.edu  
<http://helpdesk.kent.edu/>  
phone: 330-672-4357 (HELP)

### University Libraries and Media Services

The Kent State University Library is among the most important resources enriching graduate study and research. Library resources include more than 2 million volumes, 1 million microforms and extensive collections of other media.

The Kent and Regional Campus libraries are united by KentLINK, a shared online catalog, which allows users at any campus to view holdings and initiate online requests for books held at any campus.

The University Libraries are members of OhioLINK. OhioLINK members make their collections and resources available to the students and faculties of other member institutions. Requests for materials can be facilitated in a manner similar to the process in KentLINK.

The librarians at Kent State provide resources and services to help students navigate the wealth of resources. To discover the variety of resources, visit their website at <http://library.kent.edu>.

## **Student Disability Services**

Student Disability Services provides assistance to students with various disabilities in order to maximize educational opportunities and individual potential. Among the services, students can take advantage of notetaking, readers, interpreters, preferred registration, test proctoring, audiotaped textbooks and class materials, academic and personal counseling, and special parking arrangements.

Students who have a documented disability and require accommodations should first contact the Student Disability Services to verify and confirm eligibility. Subsequently, please contact the instructor at the beginning of the semester or immediately after the class in Week 01 to arrange for necessary classroom adjustments.

Student Disability Services  
Kent State University  
Student Disability Services  
Room 181 Michael Schwartz Center  
Kent, Ohio 44242-0001  
Phone: Voice/TTY (330)672-3391  
Fax: (330) 672-3763  
<http://www.registrars.kent.edu/disability/default.htm>

## **University Health Services**

The DeWeese Health Center is a full-service Primary Care facility that provides patient care, health education and psychological counseling services. Visit the University Health Services website for more information on services and costs at <http://uhs.kent.edu/>.

## **Facilities**

The IAKM office is located in room 316 of the library. Student mailboxes are located on the third floor between rooms 318 and 319. Each student is assigned a mailbox at the beginning of each semester where instructors and the program may distribute information and returned assignments. A list of names and corresponding mailbox numbers is posted near the mailboxes.

The School of Library and Information Science (SLIS) makes available two lab rooms for the use of IAKM students. The first is the Student Lab (Rm. 310A), which holds twelve 2.4 GHz Windows XP PCs. An additional graphics station with dual monitor system, HP scanner, and color Inkjet printer can also be found in the front of the room. The second room is the Electronic Classroom (Rm. 315 of the Kent main library). This room contains twenty-four 1GHz Window XP PCs.

Students using these systems receive student accounts in the departmental LAN, file space, and the right to print to the departmental laser printers. All students are to follow the official Lab Use Policy, which can be found on the SLIS website at <http://www.slis.kent.edu/facilities/lab-policy.php>.

## **IAKM General Information**

### **Official Notices and Announcements**

All official notices from Kent State University will be e-mailed to each student's kent.edu account. Students are expected to check this account at least once a week. You may check your kent.edu account from any computer by directing your browser to **FlashLine** at <http://flashline.kent.edu>. FlashLine is a secure site

portal that provides KSU students, faculty and administrative staff with Intranet and Internet services. This is where you can send e-mail, register for courses, receive KSU news and information, and explore the Internet.

Your user id for your e-mail and **FlashLine** access is generally the first letter of your first name and first seven letters of your last name. If this is not correct, you can find your assigned id by accessing the Kent State on-line phone directory: <http://imagine.kent.edu/phonedirectory/>. Your initial password is your birthdate. You may change your password and find more information about your Kent.edu account by accessing the Helpdesk website at <http://helpdesk.kent.edu>.

## **Listservs**

IAKM and INFORMATION-SOCIETY are the two listservs that exist for students in the IAKM program. The IAKM listserv is the primary listserv for the program and serves as a method of communication between the program office and students and includes messages on program updates, website updates, job or project opportunities, or IAKM-related seminars or opportunities outside the university. Students are added to the IAKM list after they are admitted into the program. Students who wish to change the e-mail address where list messages will be sent or join the INFORMATION-SOCIETY list should contact the IAKM office at 330-672-5840.

## **Information Society**

IAKM students have their own student organization that began in January 2003. The Information Society was formed by IAKM students to help all students and the IAKM program.

The Information Society has a listserv for student discussion. To sign on to this listserv (which is separate from the main IAKM listserv) follow the instructions below. This listserv is meant for discussion on topics related to Information Society business.

### **To Subscribe:**

**To:** [listserv@listserv.kent.edu](mailto:listserv@listserv.kent.edu)  
**Subject:** Subscribe  
**Body:** subscribe INFORMATION-SOCIETY First\_name Last\_name

### **To Unsubscribe:**

**To:** [listserv@listserv.kent.edu](mailto:listserv@listserv.kent.edu)  
**Subject:** Unsubscribe  
**Body:** signoff INFORMATION-SOCIETY

## **Student Portfolios**

Many IAKM students create websites that feature the work that they have done during their studies and on their own. These online portfolios are very helpful in directing potential employers to projects that aren't always easy to describe fully within your resumé. In IAKM we like to link to the portfolios of our students so that prospective students and employers can see the kind of work that they are doing. To see the portfolios of current students and alumni, visit the Student Portfolios Page at <http://iakm.kent.edu/students/portfolios.html>.

Students who would like to create an online portfolio, but do not have web space, may take advantage of the free space available to all students. Each student gets 15MB of space on their **www.personal.kent.edu** page. Each student's web address follows this formula: **www.personal.kent.edu/~students\_FLASHline\_ID**. In order to load your files up to this server follow these instructions:

If you want to transfer files to your account on mail.kent.edu use the following:

Profile Name: mail.kent.edu  
 Host Name/Address: mail.kent.edu  
 User ID: <Your Userid> (just your userid, do not include '@kent.edu')  
 Password: <Your password>

Students may download a free version of an FTP utility at **http://helpdesk.kent.edu/software/**. Kent State University prefers that students who are loading files up to their servers use the SSH Secure Shell Client.

## IAKM Program Personnel

### Administrative and Support Staff

Thomas J. Froehlich, Ph.D.  
 Program Director

Janna Korzenko  
 Academic Program Officer

### Faculty Members

David Robins, Ph.D.  
 Assistant Professor

Michael Sutton, Ph.D. in progress  
 Assistant Professor

The IAKM program is transdisciplinary and also uses faculty members from its six contributing departments.

## Kent State University Helpful Contacts

### IAKM

<http://iakm.kent.edu>

Contact Information	Reasons to contact
Thomas J. Froehlich, Ph.D. Program Director <a href="mailto:tfroehli@kent.edu">tfroehli@kent.edu</a> p:330-672-0006 f: 330-672-2118	<ul style="list-style-type: none"> <li>• Academic Advising including master's project or thesis</li> <li>• Particular class questions</li> </ul>

David B. Robins, Ph.D. Assistant Professor <a href="mailto:drobins@kent.edu">drobins@kent.edu</a> p: 330-672-5852 f: 330-672-2118	<ul style="list-style-type: none"> <li>• Academic Advising including master's project or thesis relating to IA or IU</li> <li>• Particular class questions</li> </ul>
<b>Contact Information</b>	<b>Reasons to Contact</b>
Michael J.D. Sutton, Ph.D. in progress Assistant Professor <a href="mailto:msutton2@kent.edu">msutton2@kent.edu</a> p: 330-672-5859 f: 330-672-2118	<ul style="list-style-type: none"> <li>• Academic Advising including master's project or thesis relating to KM</li> <li>• Particular class questions</li> </ul>
Janna Korzenko Academic Program Officer <a href="mailto:jkorzenk@kent.edu">jkorzenk@kent.edu</a> p: 330-672-5841 f: 330-672-2118	<ul style="list-style-type: none"> <li>• General program questions including advising, course schedules, change of major etc...</li> <li>• Graduation information</li> <li>• You're interested in pursuing a multiple degree option with either Library and Information Science or Journalism and Mass Communication</li> <li>• If you can't think of who to call or have trouble getting in touch with the people you need.</li> </ul>
Information Society student group <a href="http://iakm.kent.edu/infos/">http://iakm.kent.edu/infos/</a>	

## Technical Support

North Lilly LAN Administrator <a href="mailto:nlilly@slis.kent.edu">nlilly@slis.kent.edu</a> p: 330-672-0016 f: 330-672-7965	<ul style="list-style-type: none"> <li>• Any problems with computer lab, logins, server file space, general access</li> </ul>
Helpdesk <a href="mailto:helpdesk@kent.edu">helpdesk@kent.edu</a> <a href="http://helpdesk.kent.edu/">http://helpdesk.kent.edu/</a> p: (330)672-4357 (Help)	<ul style="list-style-type: none"> <li>• Any technical problems relating to FLASHline, FLASHmail, Web For Students</li> <li>• Includes frequently asked questions</li> <li>• Features a "Getting Started" section</li> <li>• To find out what free downloads are available to students</li> <li>• To find out about discounted software available to students</li> </ul>

## Library

[www.library.kent.edu](http://www.library.kent.edu)

Book Renewals <a href="http://kentlink.kent.edu">http://kentlink.kent.edu</a> (can be done online) 330-672-5355	
Information Assistance	<ul style="list-style-type: none"> <li>• General reference questions</li> </ul>

330-672-3150 <a href="mailto:library@kent.edu">library@kent.edu</a>	<ul style="list-style-type: none"> <li>• Help finding materials</li> <li>• Help with electronic resources and setting up proxy service</li> </ul>
Main Library Hours 330-672-2425 <a href="http://www.library.kent.edu/page/10852">http://www.library.kent.edu/page/10852</a>	
Periodical Information 330-672-2177	<ul style="list-style-type: none"> <li>• Questions about availability of research journals</li> </ul>

## **Kent State University – General**

**www.kent.edu**

<b>Contact Information</b>	<b>Reasons to Contact</b>
University Bookstore Kent Student Center First Floor 330-672-2762 <a href="http://shop.efollett.com/htmlroot/store/home/kentstateuniversity732.html">http://shop.efollett.com/htmlroot/store/home/kentstateuniversity732.html</a>	<ul style="list-style-type: none"> <li>• Books and supplies</li> </ul>
Office of the University Registrar 104 Michael Schwartz Center 330-672-3131 <a href="http://www.registrars.kent.edu/home/">http://www.registrars.kent.edu/home/</a>	<ul style="list-style-type: none"> <li>• Enrollment verification</li> <li>• Transcripts</li> <li>• Address and name change</li> <li>• Student records, general</li> <li>• Registration information (schedules for registration)</li> <li>• Withdrawal from a course</li> </ul>
Office of Student Financial Aid 103 Michael Schwartz Center 330-672-2972 <a href="http://www.sfa.kent.edu">www.sfa.kent.edu</a>	<ul style="list-style-type: none"> <li>• General financial aid assistance, including student loans and available scholarships</li> </ul>
Bursar's Office 131 Michael Schwartz Center 330-672-2626 <a href="http://www.kent.edu/bursar/">http://www.kent.edu/bursar/</a>	<ul style="list-style-type: none"> <li>• Student loan signing</li> <li>• Registration fees</li> <li>• Billing questions</li> <li>• Tuition refunds</li> </ul>
Parking Services 123 Michael Schwartz Center Phone: 330-672-4432 <a href="mailto:parking@kent.edu">parking@kent.edu</a> <a href="http://www.finance.kent.edu/parking/">http://www.finance.kent.edu/parking/</a>	<ul style="list-style-type: none"> <li>• Purchase of parking passes</li> <li>• Payment of parking tickets</li> <li>• Campus parking maps and directions</li> </ul>
FLASHcard Office Kent Student Center First Floor (330) 672-CARD (2273) <a href="http://www.flashcard.kent.edu">http://www.flashcard.kent.edu</a>	<ul style="list-style-type: none"> <li>• Getting your FLASHcard</li> <li>• Questions about FLASHcard debit account</li> <li>• Questions about FLASHcard retail participants</li> </ul>
Student Disability Services Room 181 Michael Schwartz Center Phone: Voice/TTY (330)672-3391 <a href="http://www.registrars.kent.edu/disability/">http://www.registrars.kent.edu/disability/</a>	

# APPENDIX A

## CHEATING AND PLAGIARISM (Reference 3342-3-07)

### A. Policy Statement

It is the policy of the University that:

1. Students enrolled in the University, at all its campuses, are to perform their academic work according to standards set by faculty members, departments, schools, and colleges of the University; and
2. Cheating and plagiarism constitute fraudulent misrepresentation for which no credit can be given and for which appropriate sanctions are warranted and will be applied.

### B. Intent and Scope of the Policy

1. In providing this policy, the University affirms that acts of cheating and plagiarism by students constitute a subversion of the goals of education, have no place in the University, and are serious offenses to the rights of fellow students.
2. It is the intent of this policy to provide appropriate sanctions, fair and realistic procedures for imposing those sanctions, and safeguards for any student suspected of cheating or plagiarism, as well as to coordinate the policy with the procedures of the Code of Student Conduct, Rule 3342-4-15 of the Administrative Code, and of the University Register.
3. This policy applies to all students of the University, graduate and undergraduate, full- or part-time, whose conduct is of such a nature prohibited by the policy. Other offenses of a nonacademic nature are covered by the Code of Student Conduct, Rule 3342-4-15 of the Administrative Code and the University Register.

### C. Definitions

As used in this rule:

1. "Cheat" means intentionally to misrepresent the source, nature, or other conditions of academic work so as to accrue undeserved credit, or to cooperate with someone else in such misrepresentation. Such misrepresentations may, but need not necessarily, involve the work of others. As defined, cheating includes, but is not limited to:
  - a) Obtaining or retaining partial or whole copies of examinations, tests, or quizzes before these are distributed for student use;
  - b) Using notes, textbooks, or other information in examinations, tests, or quizzes, except as expressly permitted;
  - c) Obtaining confidential information about examinations, tests, or quizzes other than that released by the instructor;
  - d) Securing, giving, or exchanging information during examinations;
  - e) Presenting data or other material gathered by another person or group as one's own;
  - f) Falsifying experimental data or information;
  - g) Having another person take one's place for any academic performance without the specific knowledge and permission of the instructor;
  - h) Cooperating with another to do one or more of the above; and
  - i) Using a substantial portion of a piece of work previously submitted for another course or program to meet the requirements of the present course or program without notifying the instructor to whom the work is presented.
  - j) Presenting falsified information in order to postpone or avoid examinations, tests, quizzes, or other academic work.
2. "Plagiarize" means to take and present as one's own a material portion of the ideas or words of another or to present as one's own an idea or work derived from an existing source without full and proper credit to the source of the ideas, words, or works. As defined, plagiarize includes, but is not limited to:
  - a) The copying of words, sentences, and paragraphs directly from the work of another without proper credit;
  - b) The copying of illustrations, figures, photographs, drawings, models, or other visual and nonverbal materials, including recordings, of another without proper credit; and
  - c) Presenting work prepared by another in final or draft form as one's own without citing the source, such as the use of purchased research papers.
3. "Student" means any person admitted or enrolled at the University in any of its courses, programs, campuses, or offerings, including, but not limited to, cooperative programs or offerings with other institutions for whom a record is made at the University by the Registrar or which is submitted to the University for admission or transfer credit.
4. "Cooperation" means participation or assistance for the mutual benefit of both parties or the sole benefit of one party.
5. "Academic sanction" means any of the various sanctions specifically listed in this rule under paragraph D below.
6. "Instructor" means any person employed or appointed to teach in any course or program offering of the University, or a committee appointed to assess, evaluate, or grade a thesis, dissertation, or work. Any decision by such a committee shall be by majority vote.
7. "Chairperson" means the chief administrative officer of a department, school or program whose position is that of a first organizational level academic leader with a teaching faculty.
8. "Dean" means the chief administrative officer of a Regional Campus, college or independent school, or equivalent.
9. "Department" means an academic unit headed by a chairperson.
10. "College" means an academic unit headed by a dean and includes any independent school headed by a dean.
11. "Regional Campus" means any of the Kent State University system of community-oriented institutions.

### D. Academic sanctions

**Master of Science in Information Architecture and Knowledge Management  
Student Handbook 2005-2006**

The following academic sanctions are provided by this rule for offenses of cheating or plagiarism. Kent Campus instructors shall notify the department chairperson and the office of judicial affairs each time a sanction is imposed. Regional Campus instructors shall notify the Regional Campus dean and the student conduct officer each time a sanction is imposed. Regional Campus student conduct officers shall notify the Kent student conduct office each time a sanction is imposed by a regional campus instructor. (See paragraph

G. 2. a) (1) (b) of this rule.)

1. Coursework. The following academic sanctions are provided by this rule for offenses of cheating or plagiarism. In those cases the instructor may:

- a) Refuse to accept the work for credit; or
- b) Assign a grade of "F" or zero for the project, test, paper, examination, or other work in which the cheating or plagiarism took place; and/or
- c) Assign a grade of "F" for the course in which the cheating or plagiarism took place; or
- d) Recommend to the department chair or Regional Campus dean that further action specified in paragraph D. 2 of this rule be taken. The department chairperson or Regional Campus dean shall determine whether or not to forward to the academic dean or to the vice provost for Regional Campuses a recommendation for further sanctions under paragraph D. 2. of this rule.

2. Degree. The following academic sanctions are provided for acts of cheating or plagiarism which so permeate the student's work that the effect is to compromise the validity of a degree. Such occurrences may be related, but not limited, to professional or graduate work. Sanctions which can be invoked by the dean of the college in which the student is enrolled or by the vice provost for Regional Campuses include those provided in paragraph D. 1. of this rule; and/ or

- a) Revocation or recommendation to decertify or not to certify;
- b) Rejection of the thesis, dissertation, or work; or
- c) Recommendation for revocation of a degree.

#### E. Other Sanctions

If the instructor—or the department chair or director, or dean when appropriate-- feels that the offense is of such nature that the academic sanctions are an insufficient remedy, or they are not available, he or she may initiate additional procedures or alternate sanctions under the Code of Student Conduct which may result in formal disciplinary sanctions. Sanctions which may only be invoked through the Code of Student Conduct include disciplinary dismissal, suspension, and probation.

#### F. Procedures for Invoking Sanctions

1. Academic administrative procedures pertaining to paragraph D. 1. of this rule. In the event that an instructor determines that it is more probable than not that a student in a course or program under the instructor's supervision has presented work for University credit which involves an act of cheating, plagiarism, or cooperation in either, then the instructor shall:

- a) Inform the student as soon as is practical, in person or by mail, of the belief that an act of cheating or plagiarism has occurred. If the student cannot be reached in a reasonable period of time, the instructor may proceed with sanctions, notifying the student in writing as promptly as possible of the belief and the procedural steps the instructor has taken.
- b) Provide the student an opportunity to explain orally, in writing, or both, why the student believes the evaluation of the facts is erroneous.
- c) If the explanation is deemed by the instructor to be inadequate or if no explanation is offered, the instructor may impose one of the academic sanctions listed in paragraph D. 1. of this rule. When appropriate, the instructor may recommend the imposition of academic sanctions listed in paragraph D. 2. of this rule. In addition, the instructor may refer the matter to the dean of the college, campus, or school in which the student is enrolled for imposition of academic sanctions listed in paragraph D. 2. of this rule.
- d) The instructor shall notify the Kent student conduct office of the circumstances and action taken. Such notification will be used as background information in the event that formal conduct charges are initiated against the student.
- e) The instructor shall inform the student in writing of the right to appeal, and the procedure to follow.
- f) The instructor shall keep the evidence of cheating or plagiarism in a secure place and provide it upon request to any appeals officer or the conduct officer. The instructor shall provide copies on request to the student at the student's expense.
- g) The instructor shall cooperate with academic and student conduct personnel in any appeal of the decision, and/or in adjudication of any disciplinary proceedings.

2. Code of Student Conduct procedures pertaining to paragraph D. 1. of this rule.

- a) Applicable procedures including appeals are provided and defined in the Code of Student Conduct, Rule 3342-4-15 of the Administrative Code, and of this register.
- b) Upon receipt of notification of sanctions for cheating or plagiarism, the Office of Student Conduct will inform, by memo, the dean, the college or campus in which the student is enrolled of the offense, academic sanction(s), and/or conduct sanction(s) imposed.

3. Academic Administrative procedures pertaining to paragraph D. 2. of this rule.

- a) With concurrence from the faculty member and the department chairperson, the vice provost for Regional Campuses may invoke sanctions specified in paragraph D. 2. of this rule.

- b) The recommendation for sanction, paragraph D. 2. c) of this rule is made by the academic dean or the vice provost for Regional Campuses, who forwards it to the vice president and dean for enrollment management and student life, who must approve it and forward it to the President, who must approve it and forward it to the Board of Trustees for approval.

#### G. Academic appeals.

The general principle that applies to the following procedures is that an appeal is directed to the administrative level immediately above the unit from which the appeal emanates.

##### 1. Appeals are limited to the following reasons:

- a) The decision is arbitrary or unreasonable,
- b) The decision resulted from a procedural error,
- c) The decision is not in accordance with the facts presented, or
- d) New information is available which may suggest modification of the decision.

2. Procedure for appealing sanctions imposed under paragraph D. 1. of this rule. Appeals to the department and Regional Campus level and to the college and vice provost for Regional Campuses level are provided by this rule for violations involving coursework as described in paragraph D. 1. of this rule. There may be cases in which an administrator, serving as an instructor, charges a student with either cheating or plagiarism. If this administrator would normally be required by this policy to serve as an appeal officer, the appropriate faculty advisory committee shall be empowered to select a member of the faculty to serve as the appeal officer. In the case of the Graduate College, the Graduate College Council shall select an appeal officer.

##### a) Department, independent school, and Regional Campus level appeals.

###### (1) Notice and timing.

- (a) The instructor shall give the student notice of right of appeal and the procedures or persons to contact at the time the sanction in paragraph F. 1. c) of this rule is applied.
- (b) The instructor imposing a sanction is required to notify the chairperson, independent school dean, or Regional Campus dean. However, since the chairperson, dean, or Regional Campus dean may be requested to hear an appeal, only the charge without elaboration, the sanction imposed by the instructor, and the date of the transmittal of the right of appeal should be given to the chairperson or school dean by the instructor.
- (c) An appeal of a sanction imposed by an instructor must be made by the student within fifteen working days of receipt of notice of right to appeal.

###### (2) Appeal procedure.

- (a) Appeal. Student appeals of sanctions imposed by an instructor are directed to the department chairperson, school dean, or Regional Campus dean in writing.
- (b) Upon notice. The chairperson, school dean, or Regional Campus dean shall notify the student of the time and place for the appeal hearing.
- (c) Hearing. The burden of establishing that cheating or plagiarism occurred in on the person who claims the act took place. The instructor shall provide documents, if any, in support of the decision and shall make a statement, orally, in writing, or both, of the facts and the basis for the decision. The student may make a statement in writing, orally, or both. Both the instructor and student may ask questions of the other at an appropriate time during the hearing. Both may present witnesses. Both have the right to hear all testimony and examine all evidence. At the hearing, the student may be accompanied by one other person of his or her choice. That person may act as an adviser to the student, but may not participate in the hearing procedure in any manner whatsoever. No party may be represented by legal counsel. All matters pertaining to the conduct of the appeal hearing shall be under the sole authority of the chairperson or Regional Campus dean.

###### (3) Department, independent school, and Regional Campus level appeal decision.

- (a) The chairperson, school dean, or Regional Campus dean shall hear all the statements and have all documents which support the claim.
- (b) Following the hearing, the chairperson, school dean, or Regional Campus dean shall prepare a short statement in writing of the facts as they are judged to be true.
- (c) The chairperson, school dean, or Regional Campus dean shall make the decision, and in writing, provide a summary of the reasons for upholding or rejecting the appeal.
- (d) This decision shall be communicated to the student and the instructor within fifteen working days of receipt of the appeal.

##### b) College and vice provost for Regional Campuses level appeals.

- (1) College level appeals are a matter of right for a student to whom academic sanctions have been applied and for an instructor whose decision has been overturned.
- (2) Appeals from the decision of the departmental chairperson shall be transmitted by the student or instructor to the appropriate dean within fifteen working days of receipt of the appeal.
- (3) Appeals at the college level that are on the record shall consist of all documents submitted to the chairperson and school dean or Regional Campus dean and the written report prepared by the chairperson, school dean, or Regional Campus dean as required by paragraph G. 2. a) 3. (c) of this rule.
- (4) The person appealing has a right to a copy of the record at the college's expense.

- (5) The college dean shall review the record. The student and instructor may prepare an additional written statement for the dean. The dean, at his or her discretion, may consider other new evidence or argument. The appeal procedure shall be established by the dean.
- (6) In considering the matter at the college level, the burden is on the person appealing the decision of the chairperson.
- (7) The decision of the dean shall be in writing, and shall be transmitted to the student and instructor within fifteen working days of receipt of the written appeal.
- (8) There shall be no right to further appeal on the merits of the case, and the decision of the dean shall be final, except in those cases covered by paragraph H. of this rule.
- (9) In the case of Regional Campus students, appeals beyond the Regional Campus dean are directed to the vice provost for Regional Campuses, who shall establish the appeal procedures following the structure outlined in paragraphs G. 2. b) (1) to G. 2. b) (8) of this rule.
- (10) In the case of independent school students, appeals beyond the school dean are directed to the vice president for academic and Student Affairs who shall establish the appeal procedures following the structure outlined in paragraphs G. 2. b) (1) to G. 2. b) (6) of this rule.

3. Procedure for appealing sanction imposed under paragraph D. 2. of this rule.

- a) An appeal of the sanction imposed by the dean or by the college dean or by the vice provost for Regional Campuses must be made by the student within fifteen working days of receipt of notification.
- b) Written notification outlining the grounds for appeal will be submitted to the vice president and dean for Enrollment Management and Student Affairs with a copy to the dean or to the vice provost for Regional Campuses.
- c) The vice president and dean for Enrollment Management and Student Affairs or his or her designee will evaluate for completeness, request any additional information from any source, and make a determination. This decision will be communicated to all involved parties. The vice president's decision is final.
- d) In the instance of affirming the sanction of paragraph D. 2. c. of this rule, the vice president will prepare the recommendation and supporting documentation for transmission to the Board of Trustees.

H. Vice president and dean for Enrollment Management and Student Affairs  
Review Authority

1. The vice president and dean for Enrollment Management and Student Affairs may, at his or her discretion, review all decisions or recommendations at any level regarding any matter covered by this policy.

- a) He or she may appoint a select committee, secure consultants, and seek other appropriate counsel as is deemed desirable for a full and fair consideration of such matters.
- b) Any party to such a review shall be notified that the review is being made and of the right to be heard, review all documents, and present witnesses.
- c) Following such a review by the vice president and dean for Enrollment Management and Student Affairs, he or she may remove or apply any of the sanctions provided for in this policy, except that sanctions provided for in paragraph D. 2. a) of this rule must conform to standards and procedures provided for by state law and professional licensure and certification organizations.

2. Any action taken by the vice president and dean for Enrollment Management and Student Affairs under paragraph H. 1. c) of this rule may be appealed to the President of the University within fifteen working days of notification of the decision. The appeal shall be on the record established at the vice president and dean for Enrollment Management and Student Affairs level. The President shall establish the procedures for such appeal.

# APPENDIX B

## Student Academic Complaints

The administrative policy and procedures for student academic complaints is established to provide an appropriate framework for resolving student complaints of an academic nature. In initiating the complaint, and throughout the procedure, the student may seek the counsel of the university ombudsman, who will provide information as necessary. There shall be no retaliation or abridgement of a student's rights resulting from this process.

If you feel at any time that you have a legitimate complaint concerning a course and/or instructor in the Program, you should contact the Program Director, Dr. Thomas J. Froehlich at [tfroehli@kent.edu](mailto:tfroehli@kent.edu). The university policy is stated below.

### STUDENT COMPLAINTS

#### STUDENT COMPLAINT PROCESS

(Reference 3342-8-06)

##### A. Purpose.

This administrative policy and procedure is established to provide an appropriate framework and method to resolve student complaints. This policy is specifically designed to maintain the integrity of the academic environment and to ensure that the rights of students in such matters are clearly ensured and protected. This policy also covers complaints arising from the student's relationship with the University as a student employee.

##### B. General Guidelines.

1. During the campus complaint procedure and appeals process, the student may seek the counsel of the campus student complaint adviser to gain information, to clarify the process, and to facilitate communication.
2. Some complaints may involve one or more policies which, because of either the nature of the complaint or the status of the complainant, may be related to University offices that have separate responsibilities for such policies. For example, an allegation of discrimination or sexual harassment could be reviewed separately by the Office of Affirmative Action. Therefore, the student complaint may be filed simultaneously in more than one area.
3. The campus student complaint adviser shall monitor the status of all complaints filed under this policy.
4. There shall be no retaliation or abridgment of a student's rights resulting from the use of this policy.

##### C. Definition of terms.

1. "Student" means any person enrolled at the University in a course offered for credit.
2. "Respondent" is defined as that person or persons named by the student in a written complaint.
3. "Student Complaint" is defined as a formal complaint of alleged violations of University policies and procedures including but not limited to academic and administrative actions.
4. "Complaint Procedure" is defined as the process by which a student complaint is resolved.
5. "Campus student complaint adviser" (complaint adviser) is defined as a faculty member or administrator appointed by the campus dean for a one-year term (renewable) beginning on or about the first of July each year. The adviser will review student complaints and assist the parties in resolving them. This person is also responsible for expediting the complaint procedure, for convening and chairing the Campus Student Complaint Review Committee as a nonvoting member, and for maintaining all records in a confidential file.
6. "Student Complaint Review Committee" is defined as a standing Committee of three faculty and two students appointed by the campus dean. Faculty appointments shall be made from nominations to the dean from the Faculty Council; student appointments shall be made from nominations from student government officers. Appointments are made annually at the end of the Spring semester, with terms beginning the first of July. The duties of the committee are to:
  - a) Receive and review information from all parties involved.
  - b) Identify possible solutions.
  - c) Make recommendations to the campus dean.
7. "Days" refers to weekdays during periods in which classes are conducted, excluding examination week.
8. "Regular semester" refers to the fall and spring instructional terms.

##### D. Procedure.

1. All parties are encouraged to resolve complaints on an informal basis. In seeking this resolution, the parties may confer informally with the complaint adviser, the faculty member or administrator involved, student services personnel, the assistant dean, as well as the ombudsman at the Kent Campus.

2. If informal resolution is unsatisfactory, the student may make a formal complaint by submitting the complaint, in writing, to the complaint adviser. Where a complaint involves the adviser, the complaint will be submitted to the campus dean who will appoint an ad hoc adviser.

- a) The written complaint submitted by the student should include the nature of the complaint, the facts and circumstances leading to it, supporting documents, and a proposed remedy. The complaint should include any evidence and/or documentation pertinent to the issues identified. The written complaint should also note attempts, if any, that were made at informal resolution. This written statement and documentation become the basis for all further consideration of the matter.
- b) Upon receipt of the written complaint, the complaint adviser will forward a copy of the complaint to the respondent(s) who shall respond in writing to the complaint and include any information/documentation pertinent to the issues involved.
- c) The dean for Academic Affairs for Regional Campuses and campus dean are notified by the complaint adviser when a written complaint has been filed. This notification contains the names of the complainant, the respondent, the general nature of the complaint (such as grade dispute), and is signed by the complaint adviser. The dean for Academic Affairs notifies the respondent's departmental chair or school director.
- d) The conduct of matters brought before the Student Complaint Committee shall be nonadversarial in nature. The committee shall examine and evaluate fully the written allegation and response, including any supporting documentation submitted by the complainant or respondent. The complainant and the respondent will be invited to appear before the committee. Both parties shall be offered the opportunity to appear alone or with another person, who may serve in an advisory capacity. A person serving in such capacity may not participate in the hearing or address the committee. Neither party is permitted to have an attorney as the adviser in the hearing. The committee may also invite testimony from any other persons, who, in the judgment of the committee, may assist in its examination and evaluation of the complaint. All committee matters shall be handled in closed session. Upon completion of its inquiry, the committee will provide the campus dean with a written summary of its findings and recommendations.
- e) The campus dean's written decision shall be provided to the student, the respondent, the Student Complaint Review Committee, and the dean for Academic Affairs for Regional Campuses who in turn will advise the departmental chair or school director of the disposition. A copy of the committee's findings and recommendation will be provided with this written decision.
- f) The dean's decision will also advise the parties of their right to appeal. Appeals must be submitted in writing within the time period allowed and will be received by the campus dean and forwarded to the dean for Academic Affairs. Appeals involving academic matters will be forwarded by the dean for Academic Affairs to the appropriate department or school for disposition. Appeals involving nonacademic complaints shall be reviewed by the dean for Academic Affairs, who will make the final decision.
- g) The appellant shall clearly state in writing to the dean the reasons for the appeal. The appeal must be based on procedural reasons or substantive issues that were not properly dealt with in the original review. In no case will the appeal be a complete rehearing of the original complaint.
- h) In the event that the decision requires a change in a student's academic record, and neither party appeals the decision, it is the responsibility of the campus dean to initiate such a change, following established University procedures.

#### E. Time Limits.

All parties will follow the following time limits. If conditions or causes exist requiring a modification of the time limits, the complaint adviser, following consultation with the campus dean, shall make the necessary and appropriate adjustments. All parties involved shall be informed immediately of these changes.

1. Following an unsuccessful attempt at informal resolution, a written complaint must be submitted within fifteen (15) days after the occurrence of the event.
2. If the event occurs at the end of a regular semester or during a summer session, a student will have up to fifteen (15) days from the start of the next semester to submit the written complaint to the complaint adviser.
3. The complaint adviser must provide a copy of the complaint to the respondent within five (5) days of receipt.
4. The respondent has ten (10) days from the date of the receipt of the complaint to provide a written response to the complaint adviser.
5. The complaint adviser must provide copies of the complaint and the response to the Complaint Review Committee five (5) days prior to the scheduled meeting date.
6. The Complaint Review Committee is expected to conduct its review as expeditiously as possible. The committee, through the complaint adviser, must forward a written recommendation to the campus dean within ten (10) days of completion of its review.
7. The campus dean will normally provide a written decision to the parties involved within ten (10) days of receipt of the recommendation of the Committee.
8. Appeals must be written and received within five (5) days of receipt of the decision of the campus dean.
9. Unless extensive further review is required, the appellant should receive a written decision regarding the appeal within fifteen (15) days. A copy of the appeal decision shall be sent to the other party and to the complaint adviser.

#### F. Student Employee Complaints.

When a grievance arises from the student's relationship with the University as an employee, Section (E) of this policy will be invoked to provide for timely resolution of the matter. If both parties agree, the grievance will be forwarded to the campus dean for resolution. Appeals to the dean's decision will be to the dean for Academic Affairs for final resolution.

#### G. Records.

The records and disposition of any complaint, including those appealed to the dean, shall be maintained for a minimum of seven (7) years in the campus complaint adviser's office.

H. Exceptions.

It is recognized that because of organizational structure, the nature of a complaint, or the possibility of persons normally involved in the process being subject to a complaint themselves, exceptions to these procedures may be required. In any such case, the matter should be brought to the attention of the campus dean for disposition, or the dean for Academic Affairs, should the campus dean be the respondent.