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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, both computer and intellectual, and gain experience in their application and use.
5. Understand issues of and implement tasks in knowledge and information design, access, organization, packaging, utilization and reutilization.
6. Understand the varieties of and gain experience in knowledge and information resources, their access and 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 advisors 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, Faculty Advisor, or Academic Program Coordinator 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 2.0 (C) or lower coursework or more than 4 hours of 1.0 (D) 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 2.0 (C) 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 one is required to obtain a grade of "B" (3.0) or better in his/her 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 60005 – Information Technologies
- IAKM 60006 – Strategic Information Management
- ECON 62015 – Economics of Information

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 student 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. Plagiarism from the Internet is a particular concern. Some IAKM students have failed courses and/or have been dismissed from the program for such an action. If you are unclear about what plagiarism is, consult one or more of the following sources:

<http://education.indiana.edu/~frick/plagiarism/>  
<http://exlibris.memphis.edu/help/plagiarism/index.html>  
<http://panther.indstate.edu/tutorials/plagiarism/>  
<http://www.lib.sfu.ca/researchhelp/tutorials/interactive/plagiarism/tutorial/introduction.htm>

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 generally may not be used for academic credit. If the work performed extends or goes beyond one's typical work obligations, then it might be considered acceptable. Please check with the instructor or advisor 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).

Students in IAKM may not take more than 16 credit hours of coursework per semester. Students are also strongly discouraged from taking more than 12 credit hours per semester because of the nature of graduate study as described above.

### **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. An individual investigation that involves approximately fifty hours of research and study and/or project work may receive 1 semester hour of credit. A three-credit individual investigation would involve 150 hours of research, study and/or project work. 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*

(<http://www.kent.edu/rags/GraduateStudies/Graduate-Catalogs.cfm>) 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 2.0 (C) 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.

### **NF, 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.

**NF:** The “NF” (Never Attended F) grade denotes that students never attended one class session nor did the students formally withdraw from the course. The “NF” grade will count as an “F” (zero quality points) in computing grade point averages. In the case of a course taken pass/fail, the “NF” grade will be changed to a “Z” grade.

**SF:** The “SF” (Stopped Attending F) grade denotes that students stopped attending the course and did not formally withdraw. The “SF” will count as an “F” (zero quality points) 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 the last academic activity in which students participated. “SF” grades are not appropriate for students who stop attending after the course withdrawal deadline. After that time, grades should be based on student performance in the completion of course requirements. In the case of a course taken pass/fail, the “NF” grade will be changed to a “Z” grade.

### **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 4.0 (A) or 3.0 (B) 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 12). On occasion, a workshop or class that is graded ‘S’ or ‘U’ may be considered for transfer if it is determined to be sufficiently robust and sufficiently appropriate. In all cases, substantial documentation is required (e.g., copies of syllabi, work performed, etc.).

### **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 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**

To complete the Master of Science, students must take a core program and select a concentration. All three concentrations share a 5-course, 15-credit hour core and require a thesis (6 credit hours) or project (3 credit hours) for completion of the degree. The program's core courses provide a cross-section of the information-related disciplines.

### **Core Program**

15 credit hours (3 credit hours each)

[IAKM 60001](#) Information Architecture and Knowledge Management I

[IAKM 60002](#) Information Architecture and Knowledge Management II

[IAKM 60005](#) Information Technologies

[IAKM 60006](#) Strategic Information Management

[ECON 62015](#) Economics of Information

Based on the applicant's education and/or experience and providing appropriate and adequate evidence, he or she may petition for exemption from one or more of the core courses by filling out a "Course Exemption" form. These forms, available on the IAKM site (<http://iakm.kent.edu>) and in the IAKM Office, are submitted to the Program Director for approval. Exemptions do not excuse students from fulfilling the minimum graduate credit requirements of 42 credit hours in order to earn the MS in IAKM. These "exempted" hours may be filled with any courses that are applicable to the IAKM degree. Cognate and elective courses in related departments must be selected and approved by the Program Director and the student's advisor. Students are expected to develop a course of study in conjunction with their advisor that will help them realize their career objectives.

### **Concentrations**

Three program concentrations offer flexibility for students to tailor-make a course of study to suit their interests or career objectives. This flexibility is essential to the nature of the program because of the transdisciplinary character of information, the emerging and evolving roles for information professionals, and the rapid and dynamic growth of information technologies, products, systems, services and networks.

The Master of Science requires 24 credit hours additional to the core:

- Four (4) courses (12 credit hours) in the Information Architecture core.
- Four (4) courses (12 credit hours) of electives in the Information Architecture concentration. One of the electives may be taken from one of the other concentrations.
- At least 3 credit hours in a Thesis or Master's Project.

## **INFORMATION ARCHITECTURE**

### **Information Architecture Core (required for majors)**

IAKM 60101 Information Architecture I

IAKM 60102 Information and Visual Design

IAKM 60103 Research Methods for Information Architecture

IAKM 60201 Usability I

### **Select four (4) of the following from the Information Architecture Electives:**

IAKM 60111 Online Branding

IAKM 60203 User and Task Analysis for Interface Design

IAKM 60691 Seminar: (variable course titles)

IAKM 60692 Practicum

IAKM 60792 Internship

IAKM 61096 Individual Investigation

IAKM 61095 Topics: (variable course titles)

BAD 60095 Tech Supporting Internet Systems

BAD 64007 Information Technology

BAD 64011 Systems Simulation

BAD 64042 Management Information Systems

BAD 64045 System Development Methodologies

BAD 64046 Seminar in Computer-Supported Collaborative Work

BAD 64080 Emerging Hardware and Software Technologies

BAD 64081 Data Communications and Networking in Business

BAD 64082 Database Management Systems

BAD 64083 Information Security

CS 57105 Web Design and Programming I

CS 57106\* Web Design and Programming II

CS 69995 Topics: Computer Programming and Operating Environments

CS 69995 Topics: Advances in Internet-Based Applications and Systems

LIS 60640 Library Automation

LIS 60641 Information Storage and Retrieval Systems

LIS 60642 Implementation of Info Storage and Retrieval Systems

LIS 60643\* Online Information Systems

LIS 60645 Database Systems

LIS 60646 User Interfaces for Information Retrieval Systems

LIS 60647 Network and Software Resources for Info Systems

LIS 60648 Electronic Publishing on the Web

LIS 60651 Digital Image Processing

VCD 53007 Information Graphics

\* denotes a course with prerequisites

## **INFORMATION USE**

### **Information Use Core (required for majors)**

IAKM 60201 Usability I

IAKM 60202 Usability II

IAKM 60203 User and Task Analysis for Interface Design

IAKM 60101 Information Architecture I

### **Select four (4) of the following from the Information Use electives:**

IAKM 60111 Online Branding

IAKM 60691 Seminar: (variable course titles)

IAKM 60692 Practicum

IAKM 60792 Internship

IAKM 61096 Individual Investigation

IAKM 61095 Topics: (variable course titles)

BAD 64083 Information Security

COMM 65661 Communication in an Information Society

COMM 65662 Mass Media Effects

COMM 65665 Personal and Mediated Communication

COMM 65670 Interpersonal Communication

CS 69995\* Advances in Internet-Based Applications and Systems

JMC 50004\* Computer Assisted Reporting

JMC 50012\* Online Journalism

JMC 50015 Media Management

JMC 60002 Legal Problems in Mass Communication

JMC 60003 Seminar: Ethics of Mass Communication

JMC 60009 Seminar in Social Role of the Mass Media

JMC 60015\* Advanced Media Management

JMC 66020\* Precision Journalism

LIS 60613\* Information Uses and Services

LIS 60643\* Online Information Systems

LIS 60644 Information Science

LIS 60649\* Indexing and Abstracting

LIS 60650\* Information Policy

LIS 60666\* Ethical Concerns of Library and Info Professionals

PSYC 60453 Introduction to Cognitive Psychology

SOC 62540\* Social Organization

SOC 62542\* Sociology of Work

\* denotes a course with prerequisites

## **KNOWLEDGE MANAGEMENT**

### **Knowledge Management Core (required for majors)**

IAKM 60301 Foundational Principles of Knowledge Management

IAKM 60302 Organizational Memory Management

IAKM 60303 Organizational Knowledge Management

IAKM 60304 Research Methods for Knowledge Management

**Select four (4) of the following from the Knowledge Management Electives :**

IAKM 60691 Seminar: (variable course titles)  
IAKM 60692 Practicum  
IAKM 60792 Internship  
IAKM 61095 Topics: (variable course titles)  
IAKM 61096 Individual Investigation  
BAD 64042 Management Information Systems  
BAD 64081 Data Communications and Networking in Business  
BAD 64082 Database Management Systems  
BAD 64083 Information Security  
COMM 65851 Organizational Communication  
CS 63995\* Advances in Internet-Based Applications and Systems  
JMC 50015 Media Management  
JMC 60015 Advanced Media Management  
LIS 60610 Library Management  
LIS 60649 Digital Image Processing  
LIS 60650\* Information Policy  
POL 68091 Managing Conflict and Consensus  
\* denotes a course with prerequisites

Courses listed above with asterisks either require prerequisites or special permission to enroll. Please contact the Academic Program Coordinator at 330-672-5840 to obtain permissions or for more information.

**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 faculty advisor 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/programs/thesis.html>.

### **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 a faculty advisor. 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 advisors 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/programs/mastersproject.html>.

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 advisors 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 advisor 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 any two programs with approval of both departments.

### **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)**

Overview of Information Architecture, Information Use, and Knowledge Management. Basic skills and understandings in information literacy, organization of knowledge, information sources and searching. Information sciences, systems, and professionals in the information society.

IAKM 60002 **Foundations Of Information Architecture And Knowledge Management II (3)**

Introduction to various types of knowledge organization systems / services / structures (KOS) used in the networked environment. Understanding of the functional, philosophical, logical, and linguistic fundamentals of KOS. Explanation of design options features of KOS, and procedures to be used in the thesaurus, taxonomy, and ontology construction.

- IAKM 60005 **Information Technologies (3)**  
The course will encompass five themes associated with information technologies (IT): IT in the Organization; The Web Revolution; Organizational Applications; Managerial and Decision Support Systems; and Implementing and Managing IT. Topics range from systems infrastructure, competitive advantage, data warehousing, evaluation methods and IT economics.
- 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 60101 **Information Architecture I (3)**  
An overview of the concepts and practices of information architecture (IA), providing students the opportunity to develop practical skills related to information architecture. IA seeks to minimize the limitations on an organization's ability to provide information and communication within and among organizations, clients, suppliers, etc. through the creation of "information spaces."
- IAKM 60102 **Information and Visual Design (3)** (formerly IAKM 60003 - Information Design in the Digital Age)  
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.
- IAKM 60103 **Research Methods for Information Architecture (3)**  
Quantitative and qualitative methods for information architecture; information needs and modeling for information systems; user experience research techniques: recruiting, interviewing, focus groups, user profiles, contextual inquiry, field studies; proposal development and presentation of results.
- IAKM 60110 **Content Management Systems (3)**  
This course provides an overview of the concepts and practices of Content Management (CM) and Content Management Systems (CMS), including understanding the parts and branches of a CMS, criteria for selecting a CMS, CMS configuration, and evaluating and implementing CMS software.
- IAKM 60111 **Online Branding (3)**  
This course will focus on the strategies needed to advance brands through effective online experiences including web sites, intranets, extranets and emerging web technologies. Students will also learn how to extend the brand through personalization, localization and other segmentation techniques.
- IAKM 60112 **Advanced Information Architecture (3)**  
Web site design from emerging directions, such as the separation of content from presentation, with e.g., the use of Cascading Style Sheets (CSS) for formatting web-based documents. The course includes considerations of making web sites compliant with federal

- regulations or other standards and validation for various markup guidelines.
- IAKM 60198 **Master's Project (3)**  
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 60201 **Usability I (3)**  
This course will provide a conceptual and practical overview of the processes and methods of usability testing, such as Think Aloud protocols, performance measurements, and eye-tracking analysis. Actual usability testing will be performed, using quantitative and qualitative methods and employing current and emerging software tools to facilitate data collection and analysis.
- IAKM 60202 **Usability II (3)**  
This course will provide students with an understanding of qualitative and quantitative research methods appropriate for conducting advanced studies of human interaction with computers. In addition, students will learn how to evaluate, purchase, implement, and operate equipment for usability labs in a manner consistent with research methods.
- IAKM 60203 **User and Task Analysis (3)**  
In order to design and develop effective user interfaces, 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. Practical techniques and methodologies are presented to improve interface design through all phases of the design process.
- IAKM 60301 **Foundational Principles of Knowledge Management (3)**  
This course covers an introduction to: historical roots for knowledge and knowledge management; theories/definitions of knowledge; theories, applications, tools, and practices of KM; Knowledge Management Life-Cycle Framework and Models; significant issues in KM – best practices, culture, economics, strategy, intellectual capital, sustainable innovation.
- IAKM 60302 **Organizational Memory Management (3)**  
This course provides a conceptual foundation and practicum for Organizational Memory Management (OMM) that focuses on: principles (conceptual framework, historical context), projects (identifying, selecting and evaluating OMM systems, applications, repositories), and practices (current research initiatives and organizational challenges, concerns, issues, obstacles associated with deployment).
- IAKM 60303 **Organizational Knowledge Management (3)**  
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 60304 **Research Methods for Knowledge Management (3)**  
This course provides a broad overview of the use of qualitative

methods in knowledge management, including an examination of the process of conducting qualitative research from conceptualization, design, data collection, articulation, and preliminary implementation. Critical thinking, analysis, and writing skills are emphasized.

- IAKM 60310 **Intellectual Capital Management (3)**  
This course encompasses the new knowledge-intensive economic units: human capital and social capital intellectual assets, intellectual property, brands, and trademarks. A “lifecycle” approach for intellectual assets is described—creation, codification, valuation, protection, and leveraging of intellectual assets for competitive advantage.
- IAKM 60311 **Business Process Management (3)**  
Introduction to Business Process Management and Workflow Management. BPM will describe how organizational business processes, (internal, external, manual and automated), can be transformed and managed to increase efficiency, effectiveness and positively affect performance. Topics include the discovery, analysis, modeling and automation of workflow processes.
- IAKM 60312 **Business Intelligence – Competitive Intelligence (3)**  
An introduction to strategic intelligence consisting of competitive and business Intelligence. Strategic intelligence is an art, science, and craft. Businesses and governments require effective intelligence programs, processes, and tools to track businesses, competitors, markets and trends by acquiring, creating, managing, packaging, and disseminating intelligence knowledge.
- IAKM 60313 **Strategic Knowledge Management – Virtual Communities (3)**  
Strategic Knowledge Management as it manifests in Virtual Communities: Communities-of-Practice (COPs) and Communities-of-Interest (COIs). Areas covered include: trust, facilitation of virtual communities, leadership and emotional intelligence in a virtual environment, social network analysis, and supporting learning communities with collaborative tools.
- 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.

**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 Student Financial Aid Office (330-672-2972 or <http://www.sfa.kent.edu/>). Scholarship information can also be found on the Student Financial Aid website at <http://www.sfa.kent.edu/Scholarships.asp>.

## **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. Career Services is the place to go when looking for on-campus employment (non-graduate assistant) or for help with resume writing and interviewing. Students may also find a variety of in-person and online resources in our career resource library. 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](mailto: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://www.library.kent.edu>.

### **Student Accessibility Services**

Student Accessibility 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 first class to arrange for necessary classroom adjustments.

Student Accessibility 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**

### **IAKM Office**

The IAKM office is located in room 316 of the library. The offices of the Program Director, Thomas J. Froehlich and the Academic Program Coordinator, Janna Korzenko are located there. The front office includes a small collection of resources that may be helpful to students including career information, hard copies of course syllabi and books and journals relating to IAKM.

### **Student Mailboxes**

Student mailboxes are located on the third floor between classroom 317 and the IAKM office. Each student is assigned a mailbox at the beginning of each semester where instructors and the program may distribute information and return assignments. A list of names and corresponding mailbox numbers is posted near the mailboxes.

### **Computer Labs**

The School of Library and Information Science (SLIS) makes available two lab rooms in the main Kent State University library for the use of IAKM students. The first is the Student Lab (Room 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 (Room 315). 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>.

### **Student Lounge**

SLIS also provides a student lounge for use by students of both the MLIS and IAKM programs in Room 310L Library. There is comfortable seating, general

library and career resources, vending machines and kitchen facilities including refrigerator, microwave and coffee machine available for students' convenience.

### **Usability Lab**

The School of Library and Information Science (SLIS) Usability Lab was recently completed for use by both SLIS and IAKM for education, research and outreach. It is a state-of-the-art facility with the latest eye-tracking equipment and capturing software. For more detailed information see the usability lab page at <http://usability.slis.kent.edu/>.

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 the primary means 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

**Subject:** Subscribe

**Body:** subscribe INFORMATION-SOCIETY First\_name Last\_name

**To Unsubscribe:**

**To:** 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/opportunities/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](http://www.personal.kent.edu) page. Each student's web address follows this formula: [www.personal.kent.edu/~students\\_FLASHline\\_ID](http://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 Coordinator

## 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>
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 Coordinator <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

Contact Information	Reason to Contact
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 330-672-3150 <a href="mailto:library@kent.edu">library@kent.edu</a>	<ul style="list-style-type: none"> <li>General reference questions</li> <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](http://www.kent.edu)

Contact Information	Reasons to Contact
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	<ul style="list-style-type: none"> <li>Enrollment verification</li> </ul>

<p>104 Michael Schwartz Center 330-672-3131 <a href="http://www.registrars.kent.edu/home/">http://www.registrars.kent.edu/home/</a></p>	<ul style="list-style-type: none"> <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>
<p>Office of Student Financial Aid 103 Michael Schwartz Center 330-672-2972 <a href="http://www.sfa.kent.edu">www.sfa.kent.edu</a></p>	<ul style="list-style-type: none"> <li>• General financial aid assistance, including student loans and available scholarships</li> </ul>
<p>Bursar's Office 131 Michael Schwartz Center 330-672-2626 <a href="http://www.kent.edu/bursar/">http://www.kent.edu/bursar/</a></p>	<ul style="list-style-type: none"> <li>• Student loan signing</li> <li>• Registration fees</li> <li>• Billing questions</li> <li>• Tuition refunds</li> </ul>
<p>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></p>	<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>
<p>FLASHcard Office Kent Student Center First Floor (330) 672-CARD (2273) <a href="http://www.flashcard.kent.edu">http://www.flashcard.kent.edu</a></p>	<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>
<p>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></p>	

## **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 coordinator 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 coordinator 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

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 coordinator each time a sanction is imposed. Regional Campus student conduct coordinators 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 coordinator or the conduct coordinator. 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 coordinator, the appropriate faculty advisory committee shall be empowered to select a member of the faculty to serve as the appeal coordinator. In the case of the Graduate College, the Graduate College Council shall select an appeal coordinator.
- 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 is 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 advisor 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 advisor 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 advisor 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 advisor" (complaint advisor) 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 advisor 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 coordinators. 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 advisor, 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 advisor. Where a complaint involves the advisor, the complaint will be submitted to the campus dean who will appoint an ad hoc advisor.

- 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 advisor 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 advisor 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 advisor. 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 advisor 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 advisor, 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 advisor.
3. The complaint advisor 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 advisor.
5. The complaint advisor 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 advisor, 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 advisor.

#### 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 advisor'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.