Iowa State University
Ivy College of Business

Ivy MBA Student Handbook

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I. Introduction

The Ivy College of Business at Iowa State University launched the Master of Business Administration (MBA) in 1985 as a resident full-time program. In 1991, the business faculty approved a team-focused, cohort program still followed today. Along with the cohort model came an integrated and sequential core curriculum designed to best deliver the common body of knowledge in business. Specializations in the MBA program began to proliferate into a variety of areas deemed central to the college and university mission, as well as into areas of interest to MBA students and recruiters.

In 1992, a Saturday MBA program in Ames was started with a structure similar and a curriculum identical to the resident, full-time MBA. This part-time, weekend program was created in response to strategic initiatives for the college to become more active in executive education.

In 1999, an evening MBA in downtown Des Moines was launched with courses taught by the same faculty teaching in the on-campus MBA programs. This new part-time MBA program was established for employed professionals in the greater Des Moines and Central Iowa areas. The Saturday MBA program was discontinued in 2009 because of difficulties sustaining two, part-time MBA programs. The Professional MBA in Des Moines continues to serve the Central Iowa business community today.

Now in existence for nearly 35 years, the Iowa State University Ivy MBA has undergone numerous restructurings and curricular changes commensurate with the strategic directions of the Ivy College of Business, advances in instructional technology, and the dynamic graduate business education market. Yet the core principle of offering an unsurpassed MBA experience through a team-focused, cohort structure remains unchanged.

The learning goals of the Iowa State Ivy MBA program are to:

- Ivy MBA students will demonstrate effective communication skills
- Ivy MBA students will effectively lead and work in diverse teams
- Ivy MBA students will critically solve business problems
- Ivy MBA students will be able to integrate ethical and global perspectives in decision making

We welcome you to the Iowa State University Ivy MBA program. We are absolutely committed to providing you with a rewarding and valuable educational experience.
The Successful Start Program

II. Getting Started

The Successful Start Program helps to ensure you experience a positive transition into the Iowa State University Ivy MBA. To accomplish this goal, the Ivy College of Business has partnered with Harvard Business Publishing to offer online preparatory courses in financial accounting, finance, spreadsheets, and mathematics for managers. These short courses will prove beneficial if you do not have prior course work or related experience in these subject areas or if you need a quick refresher on the material.

Ivy MBA Student Orientation

For new, full-time students, the Ivy MBA experience begins with orientation week. During orientation, you attend informational sessions, skills development workshops, and social events designed to help you become acquainted with the Ivy MBA faculty, staff, and your classmates and to facilitate your transition into the MBA classroom. Professional MBA students attend orientation in the evenings in the Ivy Professional MBA classroom suite located in the Capital Square Building in Des Moines.

English Placement Test for Non-native Speakers

Source: Graduate College Handbook, sec. 4.4.3

Graduate students whose native language is not English and who do not have a bachelor’s or advanced degree from ISU or a U.S. institution, or do not meet the TOEFL or IELTS exemption score range, must take the English Placement Test at the beginning of their first semester of enrollment. This test is administered by the Department of English. It must be taken in addition to TOEFL (Test of English as a Foreign Language), which is taken as part of the admissions process. A student who does not pass this examination is assigned to one or more courses in the English 99 and 101 series. This coursework must be completed during the first year of study. Registration holds are placed on the student’s account if the student does not register for these classes during the first year of study. (There is a developmental course fee for the English 99 course.)

A graduate student whose native language is not English may be automatically exempted if one of the following is met:

1. Student has received a bachelor’s, master’s, or Ph.D. degree from a U.S. college or university
2. Student has received a bachelor’s, master’s, or Ph.D. degree from an English-speaking university outside of the U.S. As of 2016, countries outside of the U.S. that ISU considers “English-speaking” are Canada, Great Britain, New Zealand, or Australia.
3. Student has a TOEFL score of 600 or above (paper-based TOEFL) or 100 or above (internet-based TOEFL)
4. Student has a score of 7.5 or above on the IELTS
5. Student has a score of 72 or above on the PTE (Pearson Test of English)

Oral English Certification Test

The Oral English Certification Test (OECT) is an academic test required for international teaching assistants (ITAs), i.e. graduate students who fit both of these categories:
• international graduate students who are not native speakers of American English (i.e., learned
another language first), and
• international graduate students who are appointed to a teaching assistantship

The OECT is administered before the beginning of fall and spring semesters for first-time test-takers,
as well as at the end of these semesters for ITAs re-taking the test. The OECT testing dates can be
found on the International Teaching Assistants Program website at https://cce.grad-
college.iastate.edu/speaking/oect-for-itas. Registration for the OECT can be completed online
through the program’s website two to three weeks before the testing dates. International Teaching
Assistants (ITAs) and faculty with questions about OECT should email itas@iastate.edu or call 515-
294-1958 or 515-294-7996.

A prospective ITA who does not pass OECT is required to successfully complete English 180 coursework
and be retested. English 180 is a series of oral communication courses designed to help ITAs improve
their English speaking skills by focusing on pronunciation, listening, classroom-communication
strategies, question-handling, teaching and lecturing skills, and the culture of U.S. university life
(https://cce.grad-college.iastate.edu/speaking/english-180-courses/english-180). Because enrollment is
restricted, ITAs cannot register for English 180 courses online through AccessPlus. ITAs must go to the
CCE in the Graduate College, 1137 Pearson, upon receiving the OECT scores to obtain permission to
enter the course by completing an online schedule change form.

AccessPlus

Iowa State University’s AccessPlus https://accessplus.iastate.edu/frontdoor/login.jsp is a
personalized, secure university information online resource that provides accessibility to
confidential student information. You can register for classes and access your class schedule,
order textbooks, view your university bill and financial aid information, obtain a grade report
and an unofficial transcript, update your student information including address changes, etc.
You can login into AccessPlus using your student ID number or Social Security number. You will
receive a temporary login password with your admissions letter from Iowa State University.

ISUCard

The ISUCard is your student identification card. Your nine-digit, student ID is the middle set of
numbers on your ISUCard. You can obtain your card at the ISUCard Office located in 0530
Beardshear Hall. www.isucard.iastate.edu Special arrangements are made for Professional MBA
students for receiving their ISUCard.

Iowa State Student Email Account

Iowa State’s email platform for incoming students is Microsoft Outlook. Your Outlook account was
automatically created after you received your Net-ID, and so your Iowa State email address is: [Your
Net-ID]@iastate.edu. Your Outlook account can be accessed in your computer browser through the Okta
dashboard and added to an email app on your phone, tablet or computer.

As a student, all communication from Iowa State offices will go to your Iowa State Outlook (not a
previously-used email account), which can include correspondence from Admissions, Financial Aid, the
Registrar’s Office, your academic adviser, your instructors and others. In other words, you are
responsible for checking the information that is sent to you via your Outlook account, so it is important
to check it regularly, even before you arrive on campus.

**Ivy MBA Course Registration**

The Ivy Graduate Programs Office staff registers all new Ivy MBA students for their initial core courses starting in the fall semester. Full-time MBA students complete the class registration process commencing with their second semester of enrollment.

For students enrolled in the Professional MBA program, registration is completed by the Ivy Graduate Programs Office for the remainder of the core curriculum (five semesters).

All MBA students are responsible for registering for their elective coursework via AccessPlus.

**Textbooks**

Textbooks and case packets for MBA classes can be ordered through University Book Store by logging into AccessPlus or via the book store website: [www.isubookstore.com](http://www.isubookstore.com).

**Academic Advising**

The Director of Professional Masters Student Services serves as the academic adviser for full-time MBA and Professional MBA students. While the Associate Dean for Professional Masters Programs serves as the major professor for MBA students, most academic questions and inquiries should first be directed to the advising staff in the Graduate Programs Office.

**Career Services**

Graduate Business Career Services (GBCS) is dedicated to assisting Ivy MBA students with career growth and development, and to helping employers to identify and select highly qualified candidates. GBCS works closely with graduate business students to develop a career management strategy that fits each student’s professional goals and unique abilities. At the same time, GBCS staff establish close relationships with companies and hiring managers to ensure that recruiting efforts are maximized.

Ivy MBA students, with the guidance provided by GBCS, are expected to take a proactive role in career development. To that end, GBCS provide a broad range of services to enhance students’ employment marketability.

It is important that Ivy MBA students take advantage of these career resources beginning at orientation and throughout your MBA studies.

Visit the Graduate Business Career Services website to learn more about the services offered; [https://www.ivybusiness.iastate.edu/student-services/graduate-career-services/](https://www.ivybusiness.iastate.edu/student-services/graduate-career-services/)

**Graduate Assistantships**

A limited number of graduate assistantships are available to qualified, full-time MBA students on a competitive basis. Graduate assistantships may be teaching, research, or administrative appointments. Most assistantships are offered on a ¼-time basis (10 hours per week). Students
may apply for assistantship positions when applying to the MBA or by completing the Graduate Assistantship Application available in the Ivy Graduate Programs Office. Students are also encouraged to pursue assistantships throughout the university and associated centers.

The maximum length of time for which an MBA student will be funded with a graduate assistantship is the expected time period for completion of the degree which is four semesters. Additionally, you must maintain satisfactory academic and work performance for renewal of your graduate assistantship appointment.

Students awarded an assistantship will be required to complete an appointment form which lists the terms and conditions of the appointment. Graduate assistantships within the College of Business are typically renewable, semester-length appointments. Students may be required to work during break periods at the discretion of the supervising faculty.

Graduate assistants are required to submit weekly time/activity reports signed by the supervising faculty to the Graduate Programs Office by 5:00 p.m. on the Monday immediately following the reporting week.

Graduate assistants are responsible for maintaining regular communication with their supervising faculty and to perform the duties assigned in a timely manner. Performance evaluation of graduate assistants is conducted each semester. Students who do not perform satisfactorily may jeopardize the renewal of their assistantship appointments.

III. Academic Matters

Ivy MBA Degree Requirements

The Ivy MBA requires a minimum of 48 credit hours consisting of ten required, core courses (30 credits) and six elective courses (18 credits). Subjects covered in the MBA core include financial accounting, organizational behavior, managerial economics, quantitative business analysis, finance, marketing, management information systems, supply chain management, professional responsibilities in business and society, and strategy.

Waiver of Iowa State MBA core courses is rare and requires special permission from the course instructor. A waived core course requires a replacement elective with the equivalent credit hours.

The MBA core curriculum is taught in a sequential series of pedagogical building blocks forming a solid foundation of business knowledge and skills. Each MBA core course covers six weeks, meeting twice per week. Class sessions are three hours and twenty minutes each.

Full-time MBA students also take two “R” credit professional skills development courses during their first year of the Ivy MBA program.

MBA specializations are offered in accounting, business analytics, finance, information systems, marketing, leadership, and supply chain management. Each specialization requires nine credits consisting of approved coursework within the focus area. Students may pursue a double specialization; however, no more than one approved elective (3 credits) may be applied to both specializations.
MBA students may also add a Graduate Certificate to their study plan. The Ivy College of Business offers Graduate Certificates in Business Analytics, Enterprise Cybersecurity Management, Entrepreneurship and Innovation, Finance, and Supply Chain Management. Ivy Graduate Certificates require 12 credits of which nine can be applied as MBA electives.

Students need to work closely with the Director of Professional Masters Student Services to develop a study plan and to assure degree requirements are being met.

**Ivy MBA Elective Policy Guidelines**

The Ivy MBA requires students to satisfactorily complete six elective courses (18 credits). You may choose an area of specialization; however, you are also expected to maintain sufficient breadth in your selection of elective coursework. A specialization is not required in the Ivy MBA.

In order to maintain sufficient breadth when selecting elective courses, you must choose elective coursework from at least two academic disciplines in the Ivy College of Business. Academic disciplines are generally identified by these course designations: ACCT, FIN, MKT, MIS, and SCM. MGMT electives include multiple academic disciplines (e.g., strategy, human resources, entrepreneurship). Business analytics is also considered an academic discipline appearing under multiple course designators (e.g., MIS, MKT). BUSAD special topics courses may fall under a specific academic discipline or may be interdisciplinary depending upon the course topic. Talk with your MBA adviser if you have questions.

With the exception of bachelor’s degree-seeking students enrolled in an MBA concurrent degree program, MBA students are generally expected to take graduate level business courses (numbered 500 and above) as MBA electives. Undergraduate level courses (numbered 400 or below) require academic adviser approval.

All MBA students must include at least four, 500 level elective courses from the Ivy College of Business on their program of study.

MBA study tours are also considered elective courses. There is no limit to the number of study tours on a student’s MBA program of study.

Concurrent MBA students are limited to three 400-level courses or two 400-level courses and one 300-level course on their MBA program of study. These courses must be approved by concurrent MBA students’ undergraduate and MBA advisers.

The Ivy MBA allows for some flexibility in tailoring the selection of electives toward students’ academic and career goals. Up to two of the six MBA electives may be from approved coursework taken outside the Ivy College of Business.

Normally, outside electives appear on an MBA student’s program of study from:

- Courses applying to both a bachelor’s degree and the MBA in an established concurrent degree program
- Transfer courses taken while enrolled as an MBA student (or pre-MBA) at another AASCB-accredited business school (time limitations apply)
- Approved graduate level courses from another Iowa State University academic department or regionally-accredited U.S. institution
Independent Study

The pedagogical intent of the Independent Study, 590, course is to provide an individualized project/research experience for MBA students guided by a faculty in the Ivy College of Business. Each independent study must generate a research project and a documented academic paper under the direction of the faculty member. It is the faculty member’s prerogative to agree or not to serve as a project adviser.

Employment and internships do not constitute in and of themselves a sufficient basis for independent study credit. If the experience generates research project potential, then credit may be negotiated.

To enroll in an independent study, MBA students must first complete the Independent Study Request Form available in the Graduate Business Programs Office or at: https://iastate.app.box.com/file/822388989832?rcim53h3r1vx9whzcpb4dihdb4wmuemx

The completed and signed request form is then submitted to the Ivy Graduate Programs Office to receive course registration information. A maximum of three credits of independent study may be applied toward the MBA degree.

International Study Opportunities

Ivy MBA students are encouraged to consider international study as part of their MBA experience. International study opportunities provide valuable insights into global business practices and a heightened awareness of cultural diversity. MBA faculty lead a global study tour each spring semester. Visit your MBA academic adviser about the annual study tour and other study abroad opportunities.

Grade Reports

Semester grades typically become available one week following the end of each term. Students can obtain final grades reports on AccessPlus.

Employer Tuition Reimbursement and Early Release of Grades

Professional MBA students participating in an employer tuition reimbursement program may request an early grade confirmation letter for their MBA core courses from the Ivy Graduate Programs Office. Students enrolled in elective courses will need to contact their course instructor(s) and request that final grade(s) be reported to the Ivy Graduate Programs Office before an early grade confirmation letter can be prepared.

MBA Transfer Credits

Transfer of MBA course credits from other academic institutions to the Ivy MBA is limited and requires approval to be included on a student’s study plan. The university must have AACSB accreditation in order for transfer credit to be considered. The length of time since the requested transfer courses were taken is also a factor. Generally, transfer credit applies to elective coursework, not the required core courses, within the Ivy MBA program. Per
University policy, at least 22 graduate credits must be earned at Iowa State University.

Up to 24 transfer credits from an Iowa Board of Regents Institution are allowed to transfer into the Professional MBA. Up to 9 credits from an AACSB accredited institution may transfer into the fulltime MBA program. Generally, transfer credit applies to elective coursework, not to required core courses. Courses are evaluated on a case-by-case basis.

Coursework taken as an undergraduate student are not transferrable to the MBA program. A final course grade of “B” or higher must be received on all transfer coursework. An official graduate transcript from the institution from which transfer credit has been approved must be submitted to the Ivy Graduate Programs Office.

IV. Progressing through the MBA

Academic Progress

Ivy MBA students are expected to make satisfactory academic progress during their graduate business studies. Students are placed on academic probation if their cumulative GPA falls below 3.00, and a hold is placed on future class registrations. MBA students on academic probation must consult with their academic adviser and major professor to develop a plan for academic improvement and receive permission for continued enrollment in the program.

MBA students must complete all courses listed on their program of study with at least a C grade in each course and have achieved a minimum cumulative GPA of 3.00 in order to graduate.

Degree Completion

Ivy MBA students are expected to complete their programs in a timely manner. Students enrolled in the full-time MBA program are expected to complete the program requirements in two academic years or four semesters. Professional MBA students normally complete the program in 2½ years or less.

Full-time MBA students need to be aware that prolonging graduation beyond the expected completion time period is unacceptable and will only be granted for valid academic reasons such as a semester co-op or internship experience. Students who plan to extend their studies beyond two academic years must submit a request in writing explaining the rationale for the extension and their expected date of graduation.

Program of Study

Ivy MBA students must complete a program of study/committee (POSC) form no later than the semester prior to the expected term of graduation. The POSC lists the courses taken (or will be taken), credit hours, and grades earned to date to fulfill the MBA degree requirements. The POSC is reviewed by the MBA advising staff to ensure degree requirements have been met. Modifications to the POSC are possible even after it has been reviewed and approved by the Ivy Graduate Programs Office. The POSC form can be found on AccessPlus.

A delay in graduation will occur if the POSC is not forwarded for final approval to the Iowa State University Graduate College by the specified deadline date so timely submission to the Ivy Graduate Programs Office is very important.
Ivy MBA students who have questions about their POSC should consult with the Director of MBA Admissions and Student Services.

Graduation Procedures

The Application for Graduation is due by the end of the first week of the semester you plan to graduate. Your POSC must be approved before submitting an Application for Graduation. The graduation application can be found on AccessPlus.

Ivy MBA graduates are asked to complete an employment survey, administered by Graduate Business Career Services, late in the semester of graduation.

Commencement

Graduation is a time of celebration of your academic accomplishments so participation in commencement ceremonies is highly encouraged.

A University graduate commencement ceremony takes place at the end of the fall and spring semesters. Iowa State University does not hold commencement ceremonies in the summer. However, summer graduates may participate in either the previous spring or following fall university commencements.

The Ivy College of Business also holds a convocation ceremony at that end of the fall and spring semesters for bachelor’s, master’s, and doctoral graduates.

Ivy MBA graduates must make their own arrangements for the purchase of the appropriate graduation regalia (i.e., cap & gown, tassel, hood) well in advance of university commencement. Graduation regalia can be purchased at the University Book Store. The Ivy Graduate Programs Office has a limited number of master’s graduation hoods which are loaned to graduates on a first-come, first-served basis.

Diplomas are mailed approximately three weeks after graduation to the mailing address information through your AccessPlus account. You may also arrange to pick up your diploma instead in the Graduation Office, 210 Enrollment Services Center.

V. Student Life

Full-time students are expected to be fully immersed in the Ivy MBA experience actively engaged within and outside the classroom. Opportunities abound for you to grow both personally and professionally during your graduate business studies.

MBASM Association

Ivy MBA students are encouraged to join the MBA and Specialty Masters Association. MBASMA members are actively engaged in planning activities and events that complement the classroom experience of the students. The MBASMA organizes events to promote diversity and cultural awareness, networking, and social interactions among students in the professional masters programs.
Ivy MBA students can further develop their leadership skills by holding key officer positions in the MBASM Association.

**MBA Case Competitions**

Full-time MBA students participate in a team case competition at the conclusion of their core courses. This culminating event allows students to apply the knowledge and skills learned in their core courses to a real world scenario.

The Ivy College of Business and the ISU Pappajohn Center for Entrepreneurship host the annual Ivy MBA Mind to Market Case Challenge each spring.

Ivy MBA teams also participate in external case competitions held on campuses throughout the county.

**VI. Student Rights and Responsibilities**

**Class Attendance and Punctuality**

Ivy MBA students are expected to attend all scheduled class meetings and to arrive for class in a timely manner. Each faculty member sets his or her policy with respect to class attendance, and excused absences are handled between the instructor and you. An excused absence should be arranged prior to the expected missed class, if at all possible. If an emergency situation or illness arises which prevents prior notification, inform the faculty of the reason for the missed class as soon as it becomes feasible. In all cases, communication with the faculty is essential.

**Smartphones, Laptops, and other Electronic Devices**

Laptops and tablets are permitted in class for note-taking only. Other activities such as checking personal e-mail or browsing the Internet are prohibited. Smartphones and other electronic devices must be turned off (or on vibrate) and hidden from view during class time.

**Teamwork**

Teamwork is an integral part of the Ivy MBA experience. Pre-assigned teams are formed prior to the start of the core curriculum. These diverse, study teams remain together throughout the core phase of the program maximizing the benefits of team effectiveness and efficiency. Ivy MBA students are expected to be an active, contributing member of the team.

**Academic Integrity**

Academic integrity might best be defined, quite simply, as doing one's own academic work without unauthorized assistance from other persons or resources. More specifically, academic integrity means that students take their coursework seriously and place significant value on learning and engagement in the classroom and while completing assignments and projects.

Visit the Iowa State University Dean of Students Office website for more information about student conduct: [www.studentconduct.dso.iastate.edu/academic-misconduct/armstu](http://www.studentconduct.dso.iastate.edu/academic-misconduct/armstu)
Alleged academic misconduct is subject to Student Disciplinary Regulations:  
www.policy.iastate.edu/policy/SDR

Plagiarism  

“Simply put, plagiarism is making use of other people’s ideas, words, creative works and expressions without giving credit or otherwise listing the source of the information. Plagiarism is stealing. Plagiarism is also misrepresentation, and includes handing in someone else’s work, ideas, or answers as your own. Regardless of whether it happens inadvertently through sloppy research or on purpose through unethical behavior, it is plagiarism just the same and the person plagiarizing will be held liable.”

Best practices for avoiding plagiarism can be found on the above-referenced website.

Professionalism  

Ivy MBA students are expected to conduct themselves in a manner that upholds high standards of professionalism. These standards must provide a foundation for your actions inside and outside the classroom. Students committing unprofessional or unethical acts, whether from carelessness, ignorance, or malice, quickly lose the respect of their peers and others.

If you witness unprofessional or unethical acts, you should first address the issue with the individual(s) involved. Acts of a serious nature must be discussed with the Director of Professional Masters Student Services or the Associate Dean for Academic Affairs. In all cases, prompt attention to the issue at hand is desired in order to maintain the cohesiveness of the Ivy MBA student body and the integrity of the program.

Ivy MBA Academic Code of Conduct  

In support of upholding the highest level of academic integrity and accountability within the Ivy MBA, the MBASMA Cabinet adopted the following academic code of conduct. All MBA students are asked to sign the pledge.

As an Iowa State MBA student, my actions have a significant impact on the integrity and reputation of Iowa State University, the Ivy College of Business, and the MBA program. The MBA Code of Academic Conduct reinforces the student responsibilities articulated in the MBA Student Handbook (chapter VI) with the intended purpose of creating a highly-ethical, supportive, and productive learning environment.

To uphold the highest standards of academic honesty and ethical behavior expected from Iowa State MBA students; I pledge to:

• Foster and enhance an environment of respect for fellow students, faculty, and staff both in the classroom and beyond.
• Collaborate, communicate, and contribute as an active member of an MBA team relying on the collective ability to achieve common goals, rather than individually, on all authorized team-based projects and assignments.
• Exercise integrity in all aspects of my academic work by not engaging in any method or means that provides an unfair advantage.
• Submit all individual assignments quizzes, exams etc. without giving or receiving any
Unauthorized assistance unless clearly permitted by the faculty member.

- Acknowledge the words and ideas of others through proper citation.
- Turn in original work, not substantially the same work previously submitted, for a new assignment in another course without the consent of the faculty member.
- Consult the faculty member for clarification if uncertainty exists as to what is authorized versus unauthorized aid on all academic work.

By signing this agreement, I promise to honor the academic responsibilities listed in the MBA Code of Academic Conduct and the professional/behavioral responsibilities stated in Section VI of the MBA Student Handbook.

In addition, I acknowledge that any violations with respect to the university’s academic integrity policies are subject to disciplinary actions under the university’s academic misconduct regulations outlined herein: http://www.policy.iastate.edu/policy/SDR.

Academic Grievance Procedures (Grades and Instruction)
Source: Graduate College Handbook, sec. 9.5.1

If a graduate student contends that a faculty member, in his or her academic capacity as a course instructor, has behaved unfairly or unprofessionally, a grievance may be reviewed through the procedure described below. This procedure may not be invoked more than one year following completion of the course. An appeal of a course grade must be initiated by midterm of the semester following the student’s completion of the course.

- If the dispute or perceived violation does not directly involve the graduate student’s major professor, the graduate student is encouraged to contact his or her major professor.
- The graduate student may contact the Graduate and Professional Student Senate (GPSS) by contacting the senator representing the student’s academic unit or the GPSS president. The GPSS will represent the best interests of the student and may serve as a liaison between the student and the appropriate University administration and offices.
- The graduate student may contact Student Assistance staff within the Dean of Student’s Office.
- Students may contact the Dean of the Graduate College to pursue informal dispute resolution.
- Graduate students are encouraged to contact the Ombuds Office for unbiased and neutral assessment for informal resolution of a dispute.
- Concerns of discrimination, harassment, and/or sexual misconduct do not fall within these procedures, and instead should be reported to the Office of Equal Opportunity as soon as possible.

Before initiating a formal appeal, the student may wish to discuss the situation informally with a staff member of the Dean of Students Office for advice on how to deal most effectively with the problem.

Academic grievances should be resolved, if at all possible, with the individual instructor involved. If a resolution cannot be reached, the student should discuss the grievance with the instructor’s department chair and submit it in writing to him or her. The department chair will discuss the grievance with the instructor involved and/or refer it to a department grievance committee. The department chair should respond in writing to the student within five class days.
If a resolution of the grievance cannot be made with the department chair, the student may appeal in writing to the dean of the instructor’s college. In cases involving Graduate College policy or procedure, the appeal should be made to the Dean of the Graduate College. The dean will hear the explanations of the department chair and instructor and should respond in writing within ten class days of receipt of the written notice of appeal.

If the grievance cannot be resolved with the dean, the student may forward a written appeal to the Provost, who will convene a quorum of the Committee to Review Student Grievances to hear the appeal within ten class days. Within five class days following the hearing, the Provost will make a decision regarding the grievance and transmit this decision to the student, dean, department chair, and instructor involved. An appeal of the decision of the Provost may be made to the President of the University.

The time limit specified at each level may be extended by mutual agreement of all parties concerned.

**Discrimination and Harassment Policy**

In accordance with federal and state law, Iowa State University ("ISU" or the “university”) does not discriminate on the basis of age, color, creed, disability, gender identity, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, and protected U.S. veteran status (collectively referred to as “Protected Status”) in its programs, activities, or employment.

This policy prohibits all forms of unlawful discrimination and harassment based on Protected Status. In addition, this policy prohibits purposefully assisting in an act that violates this policy (i.e., complicity) and prohibits retaliation against any individual who in good faith participates in protected activity pursuant to this policy. This policy also provides for the prompt and equitable resolution of reports of discrimination, harassment, complicity, and retaliation. The university’s Office of Equal Opportunity (OEO) is responsible for administering this policy on behalf of the university.

All ISU administration, supervisors, faculty, staff, and students are responsible for successfully completing the university’s annual non-discrimination, anti-harassment, and anti-retaliation training program. The training program is specifically designed for its target audience (e.g., students, staff, faculty, supervisors, etc.) and is intended to assist university community members in understanding this policy.

The university has a separate policy that governs concerns of Title IX sexual harassment, sexual assault, dating violence, domestic violence, and stalking. These concerns are governed by the university’s Title IX Sexual Harassment, Sexual Assault, Dating Violence, Domestic Violence, and Stalking Policy. Nothing in this policy shall be deemed to conflict, contradict, or supersede the Title IX Sexual Harassment Policy with respect to conduct governed by that policy. The university also has a separate Non-Retaliation Policy that prohibits prohibited retaliation against persons who engage in protected activity.

A complete text of Iowa State University discrimination and harassment policy can be found at: [www.policy.iastate.edu/policy/discrimination/#Statement](http://www政策.iastate.edu/policy/discrimination/#Statement).
VII. Administration and Contact Information

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