



CLEVELAND STATE UNIVERSITY

GRADUATE PROGRAM DIRECTORS MANUAL 2018

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A. PROGRAM DIRECTOR ROLES AND RESPONSIBILITIES

❖ Definition:

A Program Director at Cleveland State University (CSU) is defined as the position in charge of managing a degree program or programs, whether undergraduate or graduate, doctoral or masters. For purposes of this manual, our focus is Graduate Program Directors. It should also be noted that Program Directors are distinct from Department Chairs and these positions are often held by different individuals.

❖ Program Policies & Procedures:

Program Directors are responsible for updating their program's policies and procedures, which may not contradict or set lower standards than Graduate College policies. However, a program may set a higher standard than the Graduate College, which only sets a baseline or minimum standard for our graduate programs. Program Directors are also responsible for disseminating their program's policies and procedures to the appropriate parties, including faculty, staff, students, and prospective students.

❖ Recruitment:

Program Directors are responsible for efforts regarding recruitment of potential students. See Section B., RECRUITMENT RESOURCES.

❖ Admissions:

Program Directors are responsible for the admissions processes in their program. See Section C., ADMISSIONS PROCESS.

❖ Program and Curriculum:

Program Directors are responsible for the development, implementation and updating of their respective program curricula, including new program proposals. This includes revisions and additions to the curriculum, courses, and program requirements. Although tasks can be delegated to a program curriculum committee and staff, the Program Director is responsible for approving all final curriculum submissions and ensuring that all documentation is completed in a timely manner. This requires Program Directors to be trained in using the software program Curriculog, which is used to approve curriculum and other course changes at CSU. Program Directors should also actively participate in overseeing course rotations in their program, so that the core courses, electives and other program-specific curriculum credits are being offered on a regular basis for Masters and Doctoral students.

❖ Student Orientation:

The Graduate College provides university-wide [orientations](#) for graduate students and for graduate assistants. Many Colleges also provide College-specific orientations or programming for their students. We encourage you to be aware of these resources, and

coordinate your program-specific orientation and events with those of the College of Graduate Studies to avoid conflicts. Although CSU and its Colleges provide orientations, it is highly recommended that you evaluate the needs of your new students and supplement the general orientations with material specific to your program. A well-organized orientation or information session for new students can assist with both recruitment and retention efforts.

❖ Student Retention:

It is the Program Director's responsibility to develop and maintain retention efforts in the program for student success. See Section D., RETENTION EFFORTS.

❖ Student Records:

Student records are to be maintained in a secure location, such as a locked file cabinet or a secure password-protected computer. The Program Director is responsible for following all applicable law as well as CSU policies and procedures with respect to student privacy, file retention processes and timelines, and proper disposal of files. Students may review their own records. Other individuals viewing student records must have a legitimate reason (right to know) as these are confidential documents. Program directors are required to be knowledgeable about and abide by FERPA (Family Education Rights and Privacy Act). Under FERPA, you may NOT discuss a student's performance or private records with anyone other than the student or an authorized party. You should NOT assume that a student's parents, spouse or other family are authorized. You should NOT assume that an individual who purports to be a student over the phone or e-mail is the student, unless you have previously established that the phone number or e-mail address in question is legitimately that of the student. As Program Director, it is your responsibility to educate new faculty and staff regarding the confidentiality of student records.

❖ Graduation:

The Program Director is responsible for verifying each student's completion of their degree requirements. See Section H., GRADUATION PROCESS.

❖ Mentorship:

The Program Director often serve as a mentor to new faculty and staff, who in turn mentor your students. This might include providing advice, suggestions and resources to new staff and faculty, including part-time faculty, who recruit, advise, train and guide graduate students in your Program. Other activities may include drafting and providing a program orientation manual, encouraging graduate students to be leaders and members of student divisions of professional organizations, forwarding information regarding orientation sessions on campus, and scheduling periodic meetings with students.

❖ Outcomes Assessment:

The Program Director is responsible for organizing student and program assessment plans. Outcomes are to be reported as required to your College Deans and to the CSU Office of Academic Planning: Academic Program Review. Usually the Program Director will be contacted each spring and asked to provide this report. Accredited Programs also need to meet their respective accrediting agencies requirements for data collection and reporting, including deadlines. The Program Director is often responsible, in whole or in part, for this reporting.

❖ Other Roles and Responsibilities:

Program Directors are responsible for maintaining communication between their Program and the Graduate College. Issues pertaining to student complaints, graduate faculty status, approval of plan of study for students, semester scheduling of courses, as well as graduate assistantships and other student scholarships and contracts also may also fall within the purview of the Program Director. In addition, Program Directors are encouraged to actively track students beyond graduation from their Program. Such tracking can be used to build databases, alumni relations, and performance measure indexes. A few other resources for graduate program directors could be found at: <https://www.csuohio.edu/graduate-studies/graduate-faculty/graduate-program-director-helpful-information>

B. RECRUITMENT RESOURCES

- ❖ The Graduate College provides numerous resources for Program Directors to help in the recruitment process of prospective graduate students. The following are some of these resources, based on their importance. Program directors should make every effort to attend Graduate Program Director's meetings, typically held annually. The following link provides the minutes from prior meetings: <https://www.csuohio.edu/graduate-studies/graduate-faculty/graduate-program-director>
- ❖ One of the important recruitment resources available for Program Directors is the Customer Relationship Management (CRM) System. This system allows Program Directors to track prospective students from initial inquiry through to their enrollment at CSU. This system is updated every night with direct data imported from PeopleSoft, and offers advanced reporting functionalities. For instance, all interactions between the student and CSU during the admissions process are automatically captured in this system. In addition, students can provide their contact information here, so that Program Directors may communicate directly with them.
- ❖ Program Directors are encouraged to establish a direct line of communication with prospective students in order to attract them to CSU. Personal follow up and interest have a strong impact on student decision-making during enrollment.

- ❖ Program Directors are encouraged to actively plan, participate in and encourage their colleagues to support the open houses in their respective units. Most colleges at CSU have already established such open house programs.
- ❖ Program Directors should actively explore engaging prospect students via social media tools such as Facebook, Google Plus, Instagram, Twitter, LinkedIn, etc. You should be aware that CSU and many of its Colleges and Programs have already established accounts and pages for various social media networks.
- ❖ Program Directors should encourage faculty and staff in their department to post department newsletters or program flyers at professional gatherings (conferences, symposiums, trade fairs, etc.) which are frequented by prospective students.
- ❖ CSU instituted an auto-admit feature for graduate program applicants who meet the desired cutoffs for specific participating programs. An advantage of that feature is a prospective student knows their admissions outcome within 24 hours of their application submission. Numerous universities have been implementing such auto-admit features to enhance their recruitment pool.
- ❖ It is strongly recommended that Program Directors make every effort to finalize their admissions decisions within 2 weeks of a completed application. We call this best practice “Two weeks from Application to Answer,” and it maximizes engagement as well as yield with prospective students.
- ❖ If financially possible, Program Directors should invite prospective and admitted students for a campus visit prior to their enrollment. This best practice helps to establish a direct relationship between those students and program faculty.
- ❖ Program Directors should discuss the progress or decision on a pending application using only the email address or phone number provided on that application. All such information and communications are confidential and subject to FERPA.

C. ADMISSIONS PROCESS

- ❖ Graduate students are admitted through different processes depending on their program of study and status as a domestic or international applicant: (a) degree, certificate and licensure admissions, (b) 4+1 admissions, (c) international student admissions, (d) domestic student admissions (citizens and permanent residents), (e) non-degree student admissions, and (f) transient student admissions. The requirements for these types of admissions vary depending on numerous factors. For further reference, Program Directors are advised to visit this page: <http://catalog.csuohio.edu/content.php?catoid=24&navoid=1864>

D. RETENTION EFFORTS

- ❖ A new student orientation may be offered or required that includes among other topics, the reasons for possible probation and dismissal. This should include program and College of Graduate Studies policies and procedures.

- ❖ A graduate student handbook containing all information with policies and procedures relevant to student expectations in that program may be developed and shared with incoming students. Students should sign an acknowledgement noting that they received the manual and understand its contents.
- ❖ Students should have a designated program advisor and there should be a procedure for advising within the program. Documentation of advising sessions may be maintained in the students' files. The advisor is responsible for making sure that the student is on track for completing program requirements, and should consult with the Program Director as needed.
- ❖ Students should be advised of their progress throughout the program. A minimum of once per term (e.g. Midterm progress letters, final status notifications) is recommended.
- ❖ A peer mentorship program for students is recommended. For instance, senior students should be coupled with incoming students, so that peer-mentoring is established early on.
- ❖ Students should be provided with information regarding how to access the Program Director if concerns arise. This includes, but is not limited to, access to program director's office during regular working days (designated office hours) and email/telephone access.

E. GRADUATE ASSISTANTSHIPS & OTHER STUDENT EMPLOYMENT

- ❖ Graduate Assistantships (GAs) are typically provided to serve the needs of students enrolled in a program and contribute to their academic and professional development and training.
- ❖ GAs provide a stipend and may include a tuition scholarship for at least 9 credit hours.
- ❖ Generally, GA recipients must have a minimum GPA of 3.0.
- ❖ Generally, the maximum number of semesters a GA will be awarded is 12 semesters plus 6 summer sessions for Doctoral students and 4 semesters plus 1 summer semester for Masters students.
- ❖ Students receiving a GA with a scholarship must remain enrolled in a minimum of 9 credit hours per semester. Students receiving a GA without a scholarship must remain enrolled in a minimum of 6 credit hours per semester.
- ❖ GA recipients are classified as (1) Research GAs, assist faculty with Level I Graduate Faculty Status in their research; (2) Teaching GAs, are either instructors of record or aid faculty members in assembling classroom materials, leading class discussion groups, supervising laboratory sessions, tutoring, evaluating student performance, and carrying out other related instructional activities; and (3) Other GAs, perform professional duties and responsibilities that contribute to the recipient's education and training.
- ❖ The Graduate College publishes general guidelines for selection of GA, TG, and other award recipients. See Graduate College, [GUIDELINES FOR SELECTION OF TG & GA RECIPIENTS](#).

- ❖ Hires can be enrolled using the PeopleSoft system per this link: <https://www.csuohio.edu/sites/csuohio.edu.graduate-studies/files/Grad%20Hire%20TG.pdf>
- ❖ Program Directors are responsible for answering student questions on GAs, soliciting applications, and selecting recipients.

F. GRADUATE FACULTY STATUS

- ❖ The general guidelines for applying to graduate faculty membership are available at: http://www.csuohio.edu/sites/csuohio.edu.graduate-studies/files/general_guidelines.pdf
- ❖ College-specific guidelines for graduate faculty membership are available at: <http://www.csuohio.edu/graduate-studies/graduate-faculty/graduate-faculty-membership>
- ❖ Program Directors are responsible for ensuring their faculty have the appropriate level of graduate faculty status for any course they teach or any thesis or dissertation committee on which they serve. (<http://graduatestudies.csuohio.edu/graduate/rosters/facultyroster.html>). Level I graduate faculty status is required to direct a Doctoral dissertation committee. Level II or above is required to teach 600 level or above courses, serve on a Doctoral dissertation committee, and direct a Master's thesis committee. Level III or above is required to teach 500 level courses or serve on a Masters thesis committee.
- ❖ Graduate faculty status is granted based on academic and professional qualifications, such as terminal degree and publications. It has no relation to tenure or full-time versus part-time status. Even non-faculty, such as administrators, staff, and graduate students may apply for graduate faculty status. Once their applications are processed and approved at the department and graduate council levels, they can guide and/or serve on CSU thesis and dissertation committees at the appropriate level. Please refer to this document for further information: http://www.csuohio.edu/sites/csuohio.edu.graduate-studies/files/general_guidelines.pdf

G. GRADUATION PROCESS

- ❖ Program Directors should ensure that all course and thesis/ project/ dissertation requirements are successfully completed by the student before the student applies for graduation. The student's progress may be tracked using Campusnet software, under the "Advisor" tab. Program Directors should be able to access the student's transcript, along with grades, completed course work, courses registered for the next semester(s), schedule planner, class roster in each course, etc., under this tab, when the CSU ID of the student is entered.
- ❖ Relevant forms for late registration, degree completion, etc., are available at: <http://www.csuohio.edu/graduate-studies/current-students/graduate-students-downloadable-forms>

- ❖ With respect to Doctoral students, Program Directors should ensure the following requirements are met:
 - Successful completion of qualifiers and candidacy (proposal) exams
 - Completion of all core, elective and additional courses, as outlined in the program-specific documents
 - Waivers and/or substitutions for courses and dissertation credits, as appropriate
 - Appropriate graduate faculty status of all committee members
 - Successful completion of final dissertation defense and other formalities as outlined in the program
 - If any committee member(s) (including the primary advisor) retires or moves to another university prior to a student's graduation, the Program Director should work with the student in identifying the replacement(s)
- ❖ With respect to Masters students, the following requirements must be met:
 - Completion of all core, elective and additional courses, as outlined in the program-specific documents
 - Waivers and/or substitutions for courses and thesis credits, as appropriate
 - Appropriate graduate faculty status of all committee members
 - Successful completion of final thesis defense and other formalities as outlined in the program
 - If any committee member(s) (including the primary advisor) retires or moves to another university prior to student's graduation, the program director should work with the student in identifying the replacement(s)
- ❖ Students need to apply for graduation and pay a fee at Campus 411
 - Deadline is in April for fall (December) graduation
 - Deadline is in September for spring (May) graduation
 - Deadline is in February for summer (August) graduation
- ❖ The Registrar routes applications and transcripts to the program
 - Programs need to check the student's transcript and current registration to ensure each student has/will meet requirements for graduation.
 - The Program Director and/or Department Chair signs the relevant forms and returns to it to the Registrar (they will send a copy to the student and program, once completed).
 - Use the "Comments" section if needed.
- ❖ Certificate Completion
 - Complete and file form with the Graduate College in the student's last semester.
 - List courses completed and in progress.
- ❖ Notice of Completion
 - Sign form and send to Registrar when the student has finished all requirements for their degree.
 - Make a copy for your file and send a copy to the Graduate College
- ❖ Thesis and doctoral defenses
 - Defense must be scheduled so the Graduate College has time to review the documents.

- Recommended: Thesis and doctoral defenses no later than the 6th week of the term to allow for corrections and format checking.
- ❖ Forms on line at: <http://www.csuohio.edu/graduate-studies/current-students/graduate-students-downloadable-forms>

H. GRADUATE COLLEGE POLICIES AND IMPORTANT LINKS

- Downloadable Forms: <http://www.csuohio.edu/graduate-studies/current-students/graduate-students-downloadable-forms>
- Graduate Catalog: <http://catalog.csuohio.edu/index.php>
- Graduate College Academic Regulations: <http://catalog.csuohio.edu/content.php?catoid=24&navoid=1856>
- Graduate Faculty Resources: <http://www.csuohio.edu/graduate-studies/graduate-faculty/node/49>
- Graduate and Teaching Assistantships: <http://www.csuohio.edu/graduate-studies/current-students/graduate-and-teaching-assistantships>
- Thesis and Dissertation Format: <http://www.csuohio.edu/graduate-studies/current-students/thesis-dissertation-format-guidelines>

I. IMPORTANT CONTACT INFORMATION

CSU Service	Contact Person	Phone Number	Campus Location
Admissions Processing	Calli Mango	875-9677	UN 304
Counseling Center	Katharine Oh	687-2277	UN 220
<u>College of Graduate Studies</u> Dean	Nigamanth Sridhar	687-3595	PH 227
Associate Dean	Donna Schultheiss	687-3595	PH 227
Graduate Recruitment	David Easler	687-5047	PH 302
Student Services	Tonita May	687-3625	PH 308
Disability Services	Linda Casalina	687-2015	MC 147
Financial Aid	Mike Almony	687-5411	MC 116
Judicial Affairs Officer	Valerie Hinton Hannah	687-2048	SC 319
Institutional Equity	Rachel Lutner	687-2223	AC 236
	Mariah B Vogelgesang	687-2223	AC 236
International Admissions	Nick Grady	687-2274	EC 104A
International Services	Regina Motiejunas-McCarthy	523-7239	MC412B
OnBase Support	Joshua Cramer	687-3627	UN 351
Registrar	Kevin Neal	687-5411	MC 116
Testing Center	Shelly Lamb	687-2272	RT West 215
University Ombudsperson	Jill Rudd	687-3588	AC 333