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Part 1: Graduate Education at the iSchool

Welcome

Welcome to the School of Information Studies (iSchool) at Syracuse University (SU). This student handbook is designed primarily for both full-time and part-time campus students, and should serve as an advising guide for those pursuing the graduate program of study for the Master of Science in Information Management (M.S.I.M.) degree at the Syracuse University iSchool. While the handbook covers some aspects of the program for online students, they should consult with their online student success advisors on specific questions in regards to admissions, course selection and sequence, and registration. This handbook covers academic and administrative policies and requirements that all graduate students must follow and is current as of July 2019. Please consult the other resources linked throughout this handbook for additional information.

The information concerning academic requirements, courses, and programs of study contained in this student handbook does not constitute an irrevocable contract between the student and the iSchool. The iSchool reserves the right to change, discontinue, or add academic requirements, courses, and programs of study. Such changes may be made without notice, although every effort will be made to provide timely notice to students. It is the responsibility of the individual student to confirm that all appropriate degree requirements are met.

About the iSchool

The iSchool is one of several schools at SU and has a unique blend of programs. Each program has a director, requirements, and matriculated students. The faculty and the courses in the iSchool, however, are not divided into traditional departments. This means that in your experience as an M.S.I.M. student there will be many courses in which your classmates will represent a mix of M.S.I.M. students and students from other degree programs. Although some courses are more clearly geared to one program or another, students are free to design a program of study with their own goals in mind, provided the basic requirements of the M.S.I.M. program are met.

This flexibility and integration of disciplines provides students with many opportunities to expand course options beyond the traditional M.S.I.M. curriculum. In addition, it allows students to learn from those pursuing other professional goals. While providing diversity in terms of coursework and faculty expertise, a common thread ties all the courses together to create technologically competent, people-oriented, creative information professionals.

Academic Resources

Faculty, Staff, and Peers

The iSchool firmly believes that advising is a cooperative and multifaceted process, and encourages students to seek input from a variety of sources. Faculty, staff, and peers are critical resources and all contribute to student success. Their roles are described briefly in Part 6 of the handbook.

Printed and Online Sources

In addition to the information in this handbook, Syracuse University, the Graduate School, and the iSchool provide services and resources to students that should be taken into account when planning a program of study. Some of the most important for students include:

Academic Calendar

The Syracuse University academic calendar provides information on registration dates, financial deadlines, withdrawal deadlines, degree award dates, and when to expect final grades. There are two academic calendars: an academic year calendar that lists important dates for fall and spring semesters, as well as summer sessions, and a quarter term calendar that provides important dates and deadlines for online classes. Please view the calendars at syracuse.edu/academics/calendars/.

Advising Check Sheet

Each iSchool graduate program keeps an advising check sheet that lists the current curricular requirements that should be followed when you plan your program of study. Check Sheets are available in 114 Hinds Hall, Student Services, or online at ischool.syr.edu/academics/advising/handbooks-checksheets.
Class Schedule

Up-to-date information about course offerings for a given semester can be found in the class schedule section of the iSchool website. For more information, visit ischool.syr.edu/classes/

Course Catalog

Refer to the Graduate Course Catalog, coursecatalog.syr.edu, for SU rules and regulations. It is the student’s responsibility to be informed about program requirements, and students should consult their program director, program manager, or graduate academic advisors with any questions or uncertainties.

Email and Listservs

Syracuse University established the @syr.edu email as a primary vehicle for official communication with students, and all email communications will be sent to this address. The iSchool uses your SU email address to maintain a listserv for your program where students will be notified of new course offerings, internship and job opportunities, and other events. Students will be added to their program listserv automatically once they are matriculated into the program. Students are responsible for all email communications sent to the @syr.edu email address. A list of available listservs can be found here: ischool.syr.edu/academics/advising/email-listservs/.

Graduate School Website

Individual graduate programs are administered by departments or interdisciplinary committees and are subject to approval by the appropriate schools and colleges and by the University Senate. These policies and standards are administered by the Graduate School. Visit graduateschool.syr.edu for more information.

iSchool Website

The iSchool website will be your best resource as you figure out your academic career at Syracuse, to decide what classes you can take, and how to get involved in the iSchool community. Here, you can find advising forms, class schedules, graduation requirements, FAQs, and other student resources. Visit ischool.syr.edu/

My.iSchool

The My.iSchool dashboard is your control room for all internal iSchool Resources. When you login with your NetID and password, you can view your class schedule, waitlist for a class, download software, access Remote labs, and view the online version of this handbook. Visit my.ischool.syr.edu/

MySlice

MySlice is Syracuse University’s online portal to critical information resources for applicants, students, faculty, and staff. Here, students can view information on academics, advising, class schedules, enrollment, financial aid, housing and meal plans, and parking and transit services. Visit myslice.syr.edu/

Overview of the M.S. in Information Management (M.S.I.M.)

The M.S. in Information Management (M.S.I.M.) from the iSchool uses an interdisciplinary approach to learning and understanding information technology. We believe that information management means using your unique professional and academic background to develop an approach to information systems that will benefit people and organizations alike. Our curriculum combines management and STEM (science, technology, engineering, and math) courses to deliver a balanced education and prepare graduates for a wide range of positions in the information field. Our interdisciplinary philosophy means that students from any academic or professional background have the opportunity to thrive in our program. As an M.S.I.M. student, you will learn how to collaborate and communicate as an IT professional, design and analyze solutions to IT problems, and improve business processes through IT implementation. Throughout your graduate studies, you will learn to approach challenges strategically, while making sure that technology solutions integrate with the goals of your organization.

Learning Outcomes of the M.S. in Information Management

As an M.S.I.M. student, you will graduate with a diverse set of skills that enables you to participate at all levels of information technology management. You will build the following foundational competencies:

- Management of Technology: Integrate technical and solution development concepts with the principles of management, strategy, and financial analysis; apply these concepts in the analysis of management case studies and problems; analyze, compare, evaluate, and clearly articulate the relative value of information technology investment alternatives.
- Management of Solution Development: Apply disciplines used in the development of information system solutions to solve organizational and business problems.
- Technical Knowledge: Apply information and computing technologies to solve information problems at the individual and organizational levels.
- Environmental Context of IM: Explain how demographic, social, economic, and ethical factors, as well as local, national, and international information policy and regulation, affect information technology solutions.
- Professional Communication Skills: Develop and deliver professional communications in the field.
- Leadership and Teamwork Development: Demonstrate leadership, ethics, and effective collaboration skills.
- Information Literacy, Analysis, and Problem Solving: Find, organize, manage, evaluate, and use information resources critically and effectively for the solution of professional problems.

Courses and Curriculum

Within organizations, drivers of information strategy and leaders in information use must be able to add value to all of the situations in which they are involved. To this end, it is necessary for students to gain an understanding of several perspectives about this complex field of information management.
The Primary Core courses are designed to bring all students to the same level of understanding about the fundamental role information plays in organizations, and the role that individual professionals can play in that overall field. These courses represent the foundational knowledge underlying the iSchool at SU, and, ensure that all iSchool students have been grounded in this complex set of ideas, strategies, and concepts that affect the whole world as it uses information. The Secondary Core areas are the “spirit” of the IM program. These represent approaches to information creation, sharing, and use across two high-priority knowledge areas:

1. The “management and user” knowledge area addresses management needs of organizations and particularly, of decision- makers and key stakeholders, as well as the techniques for managing the projects that are necessary to get things done. This area also addresses how information must be gathered from those who generate it, and where it must be provided in useful form and content to those who need it in order to develop information-based solutions and information strategies, and render information-based decisions in a complex environment fraught with all of the issues that arise when people interface with information technology.

2. The “technology” knowledge area addresses how tools and resources are applied to achieve solutions for organizations.

These areas in the program are somewhat flexible, and ensure that students gain perspective about the complex nature of the field, and how their roles as future information managers touch on each of these domains in any organization. We feel that if students can appreciate these perspectives, they will add significant value as they listen, analyze, and recommend approaches to address information needs across the enterprise.

Advising Check Sheet

You can find the advising check sheet in Hinds Hall 114, Student Services, or ischool.syr.edu/academics/advising/handbooks-checksheets/.

The 42-credit M.S.I.M. curriculum includes a 9-credit primary core requirement, a 12-credit secondary core requirement across two core areas, 12 to 18 credits of electives, a non-credit graduate seminar, and a 3 to 9-credit exit requirement.

Primary Core: Nine Credits

IST 614 and IST 621 must be taken the first semester of the student’s program, unless specifically advised otherwise. IST 618 must be taken in the second semester of the student’s program.

<table>
<thead>
<tr>
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<td>Information Policy</td>
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<tr>
<td>IST 621</td>
<td>Information Management and Technology</td>
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</table>

Secondary Core: 12 Credits

Students need to choose two courses, or six credits, from each track in the secondary core.

Management Strategies and Users Track: 6 credits

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<td>Motivational Aspects of Information Use</td>
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<td>IST 619</td>
<td>Applied Economics for Information Managers</td>
</tr>
<tr>
<td>IST 625</td>
<td>Enterprise Risk Management</td>
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<tr>
<td>IST 645</td>
<td>Managing Information Systems Projects</td>
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<td>Human Interaction with Computers</td>
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<tr>
<td>IST 654</td>
<td>Information Systems Analysis</td>
</tr>
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<td>IST 662</td>
<td>Instructional Strategies and Techniques for Information Professionals</td>
</tr>
<tr>
<td>IST 726</td>
<td>Enterprise Architecture: Concepts and Practice</td>
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Technological Infrastructure Track: 6 credits

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<td>IST 623</td>
<td>Introduction to Information Security</td>
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<td>IST 639</td>
<td>Enterprise Technologies</td>
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<tr>
<td>IST 651</td>
<td>Scripting for Enterprise Data Systems</td>
</tr>
<tr>
<td>IST 659</td>
<td>Data Administration Concepts and Database Management</td>
</tr>
<tr>
<td>IST 687</td>
<td>Introduction to Data Science</td>
</tr>
</tbody>
</table>
Electives: 12 to 18 Credits

All iSchool courses are acceptable electives towards the M.S.I.M. program, including “Selected Topics” courses, listed as IST 500, 600, or 700. These courses are offered based on sufficient interest in a topic, and not covered by standard curriculum but of interest to faculty and students in a particular semester. In addition, students are allowed to take up to six elective credits from other schools at SU, such as the Whitman School of Management or the College of Engineering and Computer Science. No more than six (6) credits of non-IST classes will count towards the program.

Graduate Immersion Seminar: Non-Credit, Required

The Graduate Immersion Seminar is a two- to three day workshop that presents emerging topics in the information studies field, designed to bring together students from all graduate programs in the school. Three seminars are delivered each year. Students in the M.S.I.M. program must complete one seminar during the duration of their program of study. You can find more information by visiting iSchool.syr.edu/seminar.

Exit Requirement: 3 to 9 credits

IST 755, the M.S.I.M. Capstone course, must be taken after the completion of IST 614 and at least 24 credits in the degree program. For IST 971, students with little or no appropriate experience as information professionals must register for at least 2 credits and no more than 6 credits of internship credits.

Guidelines for Credit Reductions and Substitutions

It is recognized that students who have had at least one year of full-time professional experience in the information technology field may have had significant work emphasis in either technical or managerial activities. Depending upon how much, and which type, of work experience the student has had, some courses in the IM program may be redundant with that experience. In an effort to promote the learning of new concepts in more depth, the following guidelines will be used to approve petitions to substitute work experience for certain program requirements or courses:

Students with a minimum of one full year of full-time professional experience in IT

Students with one or more years of full-time professional experience in the information technology field may petition to substitute the internship requirement with any 3-credit graduate level course that would normally count toward any program requirement. A current resume is required, and joining-leaving letters may also be requested and audited. If students elect this substitution of the internship requirement with a course, they may not count any additional internship credits taken toward the program requirements. All other program requirements will remain standard, and total program credits must equal 42.

Advising Evaluations for Students with a minimum of three full years of full-time professional experience in IT

Students with three years or more of full-time professional experience in the information technology field may request to have a formal evaluation of their experience by an advisor, which must then be reviewed and approved by the Program Director. The goal of this evaluation is to determine which courses in the IM program from either List A or List B below are most redundant with their prior work experience. A current resume and joining-leaving letters from employers are required and may be audited.

List A: Courses that involve fundamental technical concepts (all are 3 credits):
- IST623 Introduction to Information Security
- IST639 Enterprise Technologies
- IST651 Scripting for Enterprise Data Systems
- IST659 Data Administration Concepts and Database Management

List B: Courses that involve fundamental managerial concepts (all are 3 credits):
- IST614 Management Principles for Information Professionals
- IST645 Managing Information Systems Projects
- IST654 Information Systems Analysis

Students with an approved advising evaluation of a minimum of three years, but less than six years, of full-time professional experience in the information technology field may petition to:

1. Substitute one course (3 credits), selected in accordance with their advising evaluation from either List A or List B, with prior work experience, and
2. Optionally substitute the internship requirement (IST 971 Internship in Information Management) with any 3-credit course that would normally count toward any program requirement. If students elect this internship substitution, they may not count any internship credits taken toward program requirements. All other program requirements will remain standard, and total program credits, including the approved petition for substitution of one selected course (3 credits) with work experience, must equal 42.

Students with an approved advising evaluation of a minimum of six years of full-time professional experience in the information technology field may petition to:

1. Substitute two courses (6 credits), selected in accordance with their advising evaluation from either List A or List B, with prior work experience, and
2. Optionally substitute the internship requirement (IST 971 Internship in Information Management) with any 3-credit course that would normally count toward any program requirement. If students elect this internship substitution, they may not count any internship credits taken toward program requirements.
All other program requirements will remain standard, and total program credits, including the approved petition for substitution of up to two selected courses (6 credits) with work experience, must equal 42.

Fast Track

Fast Track for Syracuse University B.S. in Information Management & Technology Students

Advising Check Sheet

You can find the advising check sheet in Hinds Hall 114, Student Services, or ischool.syr.edu/academics/advising/handbooks-checksheets/.

The 36-credit Fast Track is an accelerated degree program for the M.S.I.M. and allows students to complete as many as nine (9) graduate credits by the time their undergraduate degree is conferred. Fast Track also gives students the option to enter the workforce after graduation and complete the remainder of the program online and/or part-time. This advising check sheet is for Syracuse University B.S. in Information Management & Technology students only. Other Fast Track students should consult with their advisor.

Eligibility, Application Deadlines, and Fast-Track Timeline

Syracuse University undergraduate students in junior standing (between 54–83 total cumulative credits) are eligible for Fast Track, in addition to students at our partner schools. All students are encouraged to apply by February 1 or earlier; however, the deadline to indicate interest and apply is May 1 of their junior year. Admission to the graduate program will be conditional based on completion of the undergraduate program.

Primary Core: 6 Credits

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<td>Information Management and Technology</td>
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Disclaimer: Undergraduate coursework for specific graduate equivalent classes must be at a B or better in order to not take the graduate equivalent class. While the equivalent undergrad course with a grade of B or better will fulfill the track requirement, a different graduate-level elective within the field must replace that substituted course/credit.

Electives: 21-27 Credits

All iSchool courses are acceptable electives towards the M.S.I.M. program, including “Selected Topics” courses, listed as IST 500, 600, or 700. These courses are offered based on sufficient interest in a topic, and not covered by standard curriculum but of interest to faculty and students in a particular semester. In addition, students are allowed to take up to 6 elective credits from other schools at SU, such as the Whitman School of Management or the College of Engineering and Computer Science. No more than six (6) credits of non-IST classes will count towards the program.

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Exit Requirement: 3 to 9 Credits

IST 755, the M.S.I.M. Capstone course, must be taken after the completion of at least 24 credits in the degree program. For IST 971, students with little or no appropriate experience as information professionals must register for at least 2 credits and no more than 6 credits of internship credits.

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<td>Strategic Management of Information Resources</td>
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<td>IST 971</td>
<td>Internship in Information Studies (1 to 6 credits)</td>
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Guidelines for Credit Substitutions

Students with one to three years of full-time professional experience in the information technology field may substitute the internship requirement for another 3-credit course via a formal petition form. A current resume is required, and joining-leaving letters may also be requested and audited.

Fast Track for non-IM&T Students

Advising Check Sheet

You can find the advising check sheet in Hinds Hall 114, Student Services, or ischool.syr.edu/academics/advising/handbooks-checksheets/.

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Primary Core: 9 Credits

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Secondary Core: 12 Credits

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Management Strategies and Users Track: 6 credits

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</table>

Electives: 21-27 Credits

All iSchool courses are acceptable electives towards the M.S.I.M. program, including "Selected Topics" courses, listed as IST 500, 600, or 700. These courses are offered based on sufficient interest in a topic, and not covered by standard curriculum but of interest to faculty and students in a particular semester. In addition, students are allowed to take up to 6 elective credits from other schools at SU, such as the Whitman School of Management or the College of Engineering and Computer Science. No more than six (6) credits of non-IST classes will count towards the program.

Graduate Immersion Seminar Non-Credit, Required

The Graduate Immersion Seminar is a two- to three day workshop that presents emerging topics in the information studies field, designed to bring together students from all graduate programs in the school. Three seminars are delivered each year. Students in the M.S.I.M. program must complete one residency workshop during the duration of their program of study. You can find more information by visiting ischool.syr.edu/seminar/

Exit Requirement: 3 to 9 Credits

IST 755, the M.S.I.M. Capstone course, must be taken after the completion of at least 24 credits in the degree program. For IST 971, students with little or no appropriate experience as information professionals must register for at least 2 credits and no more than 6 credits of internship credits.

<table>
<thead>
<tr>
<th>Class #</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>IST 755</td>
<td>Strategic Management of Information Resources</td>
</tr>
</tbody>
</table>
Guidelines for Credit Substitutions

Students with one to three years of full-time professional experience in the information technology field may substitute the internship requirement for another 3-credit course via a formal petition form. A current resume is required, and joining-leaving letters may also be requested and audited.

Information Management Online

Since 1993, the iSchool has been offering high-quality graduate-level online learning opportunities to students around the world. Each year, students representing a broad range of professional, cultural, and academic experiences, ages, and geographic locations join iSchool online education programs. Courses are expertly designed to blend asynchronous coursework with weekly, online face-to-face live synchronous sessions in order to enhance student learning and engagement. Through this custom-designed blend of asynchronous and synchronous online learning and immersion experience opportunities, iSchool online students can learn virtually anytime, anywhere, earning an SU degree with flexible study schedules and no need to relocate.

The iSchool takes a unique approach to online learning. Our online students earn the same degree as campus students, and the only differentiation is the mode of learning. iSchool online classes are taught by the same faculty who teach campus classes, who work with world-class content developers and are formally trained in online pedagogy. Our online students have access to a dedicated student support team that helps students acclimate to the virtual campus, guides academic planning, and offers additional support services specifically for online students. To learn more about our online programs, visit ischoolonline.syr.edu.

2U

The iSchool has partnered with 2U, Inc., to power and support the M.S.I.M. Founded in 2008 by a team of education and technology veterans, 2U works with top-tier academic programs to produce innovative distance learning, and enables leading colleges and universities to deliver their high-quality degree programs online to qualified students everywhere. The innovative learning technology platform helps students cultivate lifelong professional relationships and personally interact with a worldwide community of students and alumni—all while having the flexibility to continue working full time. The M.S.I.M. curriculum was developed and is taught by faculty from the iSchool. For online delivery, the asynchronous content production and synchronous course meetings will be supported by 2U.

Academic Calendar

One difference between our campus and our online M.S.I.M. is the course schedule which differs from the typical University semester schedule. Traditional SU semesters run three times per year for 15 weeks: one in the fall, which begins in August, one in the summer, which begins in May, and one in the spring, which begins in January. Courses offered in our online M.S.I.M. run four times per year, or in quarter terms, for 11 weeks. SU has a separate academic calendar, a quarter-term calendar, which provides dates and deadlines specifically for our online classes. This academic calendar lists registration dates, financial deadlines, first day of asynchronous coursework, first day of face-to-face live classes, final examination dates, grade availability, etc. The 2019-2020 quarter term calendar can be found at syracuse.edu/academics/calendars/quarter-term/.

Academic Support

Throughout their time in the program, online students will have access to one-on-one guidance from instructors, social and academic study groups, and university library resources. Online students will also be connected with a student success advisor who will assist you with academic and non-academic matters, such as time management. One enrolled in the program, the iSchool’s student success team can help acclimate students to the virtual campus and offer technical support. Online student success advisor can be reached at studentsupport@ischoolonline.syr.edu.

Orientation

Prior to the start of classes, all online master’s students will participate in a Program Expectations webinar and complete an online iSchool Orientation Course. The Program Expectations webinar takes place in a live, online format and covers the topics of student support services, the three student interfaces: MySlice, 2U, and SU email (used for registration, communication, class sessions, and networking), technical requirements, an introduction to the iSchool Orientation Course, and general course expectations. The iSchool Orientation Course is a self-paced, online course hosted on the 2U learning management system. The course allows students to become familiar with 2U, through which they will access all courses, grades, upcoming events, peer contacts, and specialized student groups, as well as to become oriented to the school and profession. Students have access to the 2U platform and iSchool Orientation Course upon matriculation, and cannot begin courses until the iSchool Orientation Course is complete.

WeWork Global Access

As an iSchool@Syracuse student, you will have access to all WeWork spaces through a Global Access membership. WeWork is a global community of more than 240 workspaces where you can focus on your studies, attend online classes, organize meetings, and learn on-the-go. In addition to these tools for successful online learning, the programs offer a wealth of support services and career guidance resources. Please email admissions@ischoolonline.syr.edu, or call 855-797-4478 to learn more.

Can Campus Students Take Online Classes?

One common question our campus students ask prior to registration each semester is if they can take an online course. It is important to note that campus students and online students register for classes at different times. Please refer to the academic calendars at syracuse.edu/academics/calendars. Just like campus students get priority for campus classes, online students get priority for online classes. Campus students need to wait so advisors can ensure all online students are enrolled in the proper classes, before they can get permission to enroll in an online class. Campus students should put themselves on the waitlist, and also keep in mind that online classes will overlap with the semester-based schedules.
While the iSchool offers classes both on-campus and online, there are Federal Registration Compliance Rules enforced by Syracuse University that must be adhered to. Students MUST register at least 50% of their credits in the mode of the program they are matriculated in; i.e. main campus students must register at least 50% of their classes in semester-length courses, and online students must register in at least 50% in quarter-term classes. Federal guidelines and rules can affect how you are allowed to register for online and main campus classes. These rules apply year-round but are especially important to keep in mind for campus students who are considering an extended internship, or want to take an online class in the summer. These rules apply whether you are a domestic or an international student, and they apply whether or not you receive federal financial aid. The majority of our online classes are on a quarter-term schedule, while our main campus classes are semester-based. To help navigate this, it helps to understand how our course section numbering system works. Once you learn this, you know immediately just by looking at the section number whether you are eligible to take the class.

What Do Different Section Numbers Mean?

When you view the course schedule, the format is often indicated by the section number.

- **M00x** - A section number that begins with “M00” indicates an on-campus class. If you look at the class schedule, you will see that an on-campus class has a room assigned to it. These semester-long classes begin in late August, mid-January, and mid-May.
- **M40x** - A section number that begins with “M40” is an online class that has asynchronous and synchronous content. This means that that each week there will be asynchronous content that you are able to access and digest on your own schedule, as well as a live synchronous session, where you interact with the other students and your instructor in real time. These classes have a specific day-of-week and time-of-day listed, which is when those synchronous sessions occur. An important distinction about these classes is that they run on a quarter calendar. These courses have different registration dates and deadlines, so please refer to the quarter-term academic calendar.
- **M80x** - A section number that begins with “M80” is an online class that is completely asynchronous, although some faculty may add synchronous components such as scheduled live office hours. Courses offered in this online format have the same registration dates as our campus courses offered each semester and are typically 12-15 weeks long. These classes are considered semester-based, not quarter-term based.

Registration Compliance Examples if you are a Main Campus Student:

**In Compliance Examples**

The following example list of classes is in compliance. It shows 6 credits of semester-based courses and 3 credits of quarter-term.

- IST 649 M001 3 credits
- IST 971 M800 3 credits
- IST 722 M401 3 credits

The following example list of classes is in compliance. It shows 6 credits of semester-based courses and 3 credits of quarter-term.

- IST 645 M001 3 credits
- IST 719 M401 3 credits
- IST 649 M001 3 credits

**Not in Compliance Examples**

The following example list of classes is not in compliance. It shows 1 credit of a semester-based course and 3 credits within a quarter-term.

- IST 971 M800 1 credit
- IST 722 M402 3 credits

The following example list of classes is not in compliance. It shows 3 credits of a semester-based course and 6 credits within a quarter-term.

- IST 649 M001 3 credits
- IST 719 M401 3 credits
- IST 722 M400 3 credits

Certificates of Advanced Study (C.A.S.)

The Certificates of Advanced Study at the iSchool are 15-credit graduate-level certificates that can be taken as stand-alone certificates or as part of a graduate degree program. With a little planning, it’s possible for students to receive both the M.S.I.M. and a C.A.S. from the iSchool with no additional coursework necessary beyond the master’s degree. Students who consider an iSchool C.A.S. want to study the latest in information field trends, learn about emerging technologies, boost their workplace edge, freshen their resume, and keep current with changes in the profession.

**Popular C.A.S. Programs at the iSchool**

**Data Science**

Data scientists are crucial to solving big data problems in areas as diverse as clinical research, defense intelligence, customer behavior, medical diagnosis, and risk management. As the field grows, our graduates are shaping the first wave of data science practices and standards. The C.A.S. in data science at the iSchool was the first New York State-approved certificate of its kind, and gives a competitive edge to students and professionals alike by equipping them with a mixture of technical and theoretical skills.

**Focus Areas:** Database management, structured data analytics and visualization, and textual data management and analytics.

**Types of Jobs:** Analytics engineer, analytics scientist, business analytics architect, business intelligence analyst, competitive intelligence manager, data artisan, data curator, data manager, data mining specialist, data modeler, data scientist, data services librarian, data visualization specialist, digital curation librarian, director of strategic modeling and analysis, enterprise account manager, information systems specialist, manager of market research analytics, manager of strategic planning and data analytics, metadata analyst, research associate.
Information Security Management

Information is a critical asset within an organization as lives and livelihoods depend on the continuation of information systems and their correct operation. With the increasing complexities of today’s hardware, software, and networking, the need for managing enterprise security becomes more pressing. Senior executives, IT managers, and technical staffs need to be well-educated, with strong skills in ISM for their organizations. ISM students learn to manage a high degree of complex technical security, increased operational costs, diverse policies, and user behavior.

Focus Areas: Security policy, security technology, security management, network security, digital forensics, critical infrastructure protection, privacy issues.

Types of Jobs: Information security manager, security administrator, security policy analyst, government IT security officer, security risk analyst, IT security specialist, information security consultant, cyber forensics analyst.

How to Complete a C.A.S. with the M.S.I.M.

If students wish to add a C.A.S. to their graduate studies, we strongly encourage students to add their chosen C.A.S. in their second semester of study. The final deadline for students to add a C.A.S. is the financial deadline to drop a class of their final semester of study. Visit the academic calendar to view the financial deadline to drop a class at syracuse.edu/academics/calendars. For information on how to apply, please contact your program manager or academic advisor.

Below is just one example of how a full-time campus-based student would complete a C.A.S. in data science, concurrently with the M.S.I.M. degree. Keep in mind, this is only one example, and everyone takes a different path here at the iSchool, depending on course availability and interest. To view the requirements of each C.A.S., please refer to the appropriate advising check sheet which can be found in 114 Hinds Hall, Student Services, or ischool.syr.edu/academics/advising/handbooks-checksheets/.

### Fall 2019

<table>
<thead>
<tr>
<th>Class #</th>
<th>Course Title</th>
<th>Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IST 614</td>
<td>Management Principles for Info Professionals</td>
<td>3</td>
<td>Primary Core class for M.S.I.M.</td>
</tr>
<tr>
<td>IST 621</td>
<td>Information Management and Technology</td>
<td>3</td>
<td>Primary Core class for M.S.I.M.</td>
</tr>
<tr>
<td>IST 645</td>
<td>Managing Information Systems Projects</td>
<td>3</td>
<td>Secondary Core - Management and Users Track for M.S.I.M.</td>
</tr>
<tr>
<td>IST 659</td>
<td>Data Admin Concepts and Database Management</td>
<td>3</td>
<td>Primary core for C.A.S. in DS and Secondary Core Technology Track in M.S.I.M.</td>
</tr>
<tr>
<td></td>
<td>Graduate Immersion Seminar</td>
<td></td>
<td>Weekend Event in September/October</td>
</tr>
</tbody>
</table>

### Spring 2020

<table>
<thead>
<tr>
<th>Class #</th>
<th>Course Title</th>
<th>Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IST 618</td>
<td>Information Policy</td>
<td>3</td>
<td>Primary Core class for M.S.I.M.</td>
</tr>
<tr>
<td>IST 654</td>
<td>Information Systems Analysis</td>
<td>3</td>
<td>Elective for M.S.I.M.</td>
</tr>
<tr>
<td>IST 687</td>
<td>Introduction to Data Science</td>
<td>3</td>
<td>Primary core for C.A.S. in DS and Secondary Core Technology Track in M.S.I.M.</td>
</tr>
</tbody>
</table>

### Summer 2020

<table>
<thead>
<tr>
<th>Class #</th>
<th>Course Title</th>
<th>Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IST 971</td>
<td>Internship in Information Studies</td>
<td>3</td>
<td>Exit Requirement for M.S.I.M. (1 to 6 credits; each credit is worth 50 hours)</td>
</tr>
</tbody>
</table>

### Fall 2020

<table>
<thead>
<tr>
<th>Class #</th>
<th>Course Title</th>
<th>Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IST 649</td>
<td>Human Interaction with Computers</td>
<td>3</td>
<td>Secondary Core - Management and Users Track for M.S.I.M.</td>
</tr>
<tr>
<td>MBC 638</td>
<td>Data Analysis and Decision Making</td>
<td>3</td>
<td>M.S.I.M. Elective and DS Elective</td>
</tr>
<tr>
<td>IST 722</td>
<td>Data Warehouse</td>
<td>3</td>
<td>M.S.I.M. Elective and DS Elective</td>
</tr>
</tbody>
</table>

### Spring 2021

<table>
<thead>
<tr>
<th>Class #</th>
<th>Course Title</th>
<th>Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IST 664</td>
<td>Natural Language Processing</td>
<td>3</td>
<td>M.S.I.M. Elective and DS Elective</td>
</tr>
<tr>
<td>IST 718</td>
<td>Big Data Analytics</td>
<td>3</td>
<td>M.S.I.M. Elective</td>
</tr>
<tr>
<td>IST 755</td>
<td>Strategic Management of Information Resources</td>
<td>3</td>
<td>Capstone Course - Exit Requirement for M.S.I.M.</td>
</tr>
</tbody>
</table>

Focus Areas at the iSchool
In order to better serve students’ specific academic and professional interests, the iSchool suggests the following focus areas, which complement the degree curriculum and add value to their educational experience. Courses listed under each focus area are intended to supplement and strengthen students’ knowledge that is acquired through the existing primary and secondary core courses in the M.S.I.M. program. They are not intended as substitutions.

**Database Management**

The focus is on the theory and practice of managing structured data, such as data in relational databases and data warehouse.

**Types of jobs:** Database administrators, database developers, database managers, database consultants, database architects, SQL data analysts, business analysts.

**Classes to take:**
- IST 608: Block Chain Management
- IST 654: Information Systems Analysis
- IST 659: Data Administration Concepts and Database Management
- IST 722: Data Warehouse
- IST 769: Advanced Data Administration Concepts and Database Management

**Global Enterprise Technology (GET)**

Global companies in every industry rely on large-scale information systems to conduct their business—whether that business is banking, entertainment, insurance, medical services, social development, or retail. Studying GET enables students to understand how large-scale information systems are built and managed.

**Types of jobs:** Project manager, information architect, software developer and quality assurance tester, information risk manager, application architect, business architect, data analyst, business analyst.

**Classes to take:**
- IST 608: Block Chain Management
- IST 615: Cloud Management
- IST 625: Enterprise Risk Management
- IST 639: Enterprise Technologies
- IST 645: Managing Information Systems Projects
- IST 714: Cloud Architecture
- IST 725: IT Security Architecture
- IST 726: Enterprise Architecture

**Government Regulation and Policy**

The corporate sector must comply with federal policies related to security, privacy, data protection, intellectual property rights, and net neutrality guidelines. As well, this sector is engaged at the policy level in discussions about infrastructure deployment that help a country to enhance its citizens’ quality of life through smart cities and the Internet of Things while ensuring accessibility to disadvantaged populations.

**Types of jobs:**
- **Industry:** Vice president of economic and regulatory policy, vice president of external affairs and policy, vice president of global technology policy.
- **Industry associations and not-for-profit organizations:** Regulatory affairs with responsibility for federal public policy advocacy, advisor on science and technology policy matters, senior researcher.
- **Government:** Director of Internet policy, policy analyst, director of privacy initiatives, senior policy advisor, director of cybersecurity initiatives.

**Classes to take:**
- IST618: Information Policy
- IST619: Applied Economics for Information Managers
- IST728: Information Security Policy

**Human-Computer Interaction (HCI)**

HCI is a discipline concerned with the design, evaluation, and implementation of information systems for human use and with the study of major phenomena surrounding them, such as the impact of technology on people, organizations, and society.

**Types of jobs:** User experience (UX) researcher, UX designer, user interface designer, interaction designer, graphic designer, product designer, usability specialist/engineer, information architect, human factors specialist/engineer.

**Classes to Take:**
- IST 523: Graphic Design for the Web
- IST 649: Human-Computer Interaction
- IST 719: Information Visualization

**Information Security**
Information is a critical asset within an organization, as lives and livelihoods depend on the continuation of information systems and their correct operation. Information Security requires a comprehensive set of skills to manage a high degree of complex technical security, increased operational costs, diverse policies, and user behavior.

Types of jobs: Information security manager, security administrator, security policy analyst, government IT security officer, security risk analyst, IT security specialist, information security consultant, cyber forensics analyst.

Classes to take:
- IST 602: Digital Forensics
- IST 608: Block Chain Management
- IST 615: Cloud Management
- IST 623: Introduction to Information Security
- IST 625: Enterprise Risk Management
- IST 634: Security in Networked Environments
- IST 636: Leading Issues in Information Security
- IST 704: Applied Information Security
- IST 714: Cloud Architecture
- IST 724: Database Security
- IST 725: IT Security Architecture
- IST 728: Information Security Policy
- LAW 790: Counterterrorism & the Law

IT Consultation

This focus addresses the entire consultation process (from contract to closure), logical thinking, research skills, written communications skills, and presentation to diverse audiences. It fits well with joint Whitman/iSchool dual majors and the Whitman five-year accounting/audit program.

Types of jobs: Consultant (in large enterprise firms, specialized boutique firms, and as an independent business), business analyst, internal consultant, change management analyst/practitioner, small business manager

Classes to take:
- IST 615: Cloud Management
- IST 619: Applied Economics for Information Managers
- IST 625: Enterprise Risk Management
- IST 645: Managing Information Systems Projects
- IST 649: Human Computer Interaction
- IST 654: Information Systems Analysis
- IST 655: Enterprise IT Consultation
- IST 678: Communications for Information Professionals
- IST 714: Cloud Architecture
- IST 719: Information Visualization
- IST 726: Enterprise Architecture

IT in Social Enterprises and Smaller/Medium Enterprises (SMEs)

Social enterprises and SMEs often face challenges in developing an actionable understanding of how IT can help them advance strategic goals in a secure operating environment. Knowledge and skills in strategic planning, organizational change management, and project management are necessary to grow the enterprise by leveraging e-commerce tools and strategies and by tapping into the power of social media technologies.

Types of jobs: Technology analyst, business analyst, project manager, social media expert, e-commerce strategist, web developer, mobile application developer, DBA

Classes to take:
- Policy classes
  - IST 711: e-Government
- Management and financial classes
  - IST 645: Managing Information Systems Projects
- Systems and Infrastructures
  - IST 639: Enterprise Technologies
  - IST 654: Information Systems Analysis
  - IST 659: Data Administration Concepts and Database Management
  - IST 716: Mobile Application Design and Development

Mobile/Wireless Technology

This focus area provides a comprehensive understanding of the operation of devices, wireless service provider networks, wireless local area networks, and mobile applications and their related policy, commercial, and technological issues and evolution.

Types of jobs: WLAN network manager, IT infrastructure support/consultant, mobile application support/developer

Classes to take:
- IST 556: Mobile Network Services
- IST 643: Enterprise Services and Virtualized Systems
- IST 716: Mobile Application Design and Development
Network Design and Administration

This focus area provides a comprehensive understanding of the planning, design, and administration of computer networks in enterprise environments. Hands-on and practical understanding of networking devices and protocols is achieved as well as an understanding of the policy, commercial, evolution, and technological issues related to networking technologies.

Types of jobs: Network administrator, network support/consultant, IT consultant, IT specialist, network engineer

Classes to take:
- IST 634: Security in Networked Environments
- IST 658: Advanced Enterprise Network Management

Project Management

This focus area involves determination of stakeholders' needs and expectations; identifying requirements, balancing scope, quality, schedule, budget, resources, and risk; delivering results that meet stakeholder expectations; and ensuring the productive use of labor and material resources. Students will be prepared for a variety of roles, including membership on a project team to overall management of projects within the organization. IST 645 qualifies students to take either the PMI Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) industry certifications from PMI.

Types of jobs: Business analyst, team leader, project analyst, project assistant, project manager, program manager, portfolio manager, director of project management

Classes to take:
- IST 645: Managing Information Systems Projects
- IST 654: Information Systems Analysis
- IST 655: Enterprise IT Consultation
- IST 700: Agile Project Management
- IST 745: Project Portfolio and Program Management
- IST 747: Complex Issues in IT Project Management

Risk Management

A focus on the identification, measurement, and management of diverse organizational and societal risks that intersect with information and communication technologies characterizes this area. It fits well with joint Whitman/iSchool dual majors and the Whitman five-year accounting program.

Types of jobs: Consulting (risk advisory, security analyst, IT audit manager, business analyst), information risk analyst or manager, security analyst/manager, business analyst, change management analyst/practitioner, senior IT manager/CIO, policy analyst

Classes to take:
- IST 608: Block Chain Management
- IST 623: Introduction to Information Security
- IST 625: Enterprise Risk Management
- IST 645: Managing Information Systems Projects
- IST 655: Enterprise IT Consultation
- IST 678: Communications for Information Professionals
- MBC 638: Data Analysis and Decision Making
- HTW 704: Epidemiology of Modern Plagues

Social Media, Technology, and Society

This area’s focus is on the foundations of strategic messaging, organizational disruption, application/platform design and user testing, as well as the collection, curation, and analysis of social media data. It also examines the individual, organizational, and social uses and effects of digital technologies, including social media.

Types of jobs: Social media specialist, social media manager, social media director, social media analyst, social media strategist, social media editor, community manager, account manager

Classes to take:
- IST 523: Graphic Design for the Web
- IST 556: Mobile Network Services
- IST 716: Mobile Application Design and Development

Structured Data Analytics and Visualization

A focus on data analysis using statistics, machine learning, and visualization techniques is at the center of this area.

Types of jobs: Data analysts, business intelligence analysts, data scientists, competitive intelligence manager, market research analysts, data visualization specialists, decision analysts.

Classes to take:
Systems Analysis and Design

The Information Systems Analyst is responsible for the application of knowledge, skills, tools, and techniques to identify business needs and determine problems; identify and recommend viable solutions for meeting those needs; elicit, document, and manage stakeholder requirements in order to meet business and project objectives; and facilitate the successful implementation of a product, service, or end result of a project.

Types of jobs: Business analyst, systems analyst, information architect, business intelligence analyst, business process analyst, technology marketing analyst, team leader, project manager, requirements manager, testing specialist, quality analyst, information systems consultant.

Classes to take:

- IST 615: Cloud Management
- IST 623: Introduction to Information Security
- IST 625: Enterprise Risk Management
- IST 645: Managing Information Systems Projects
- IST 649: Human-Computer Interaction
- IST 654: Information Systems Analysis
- IST 655: Enterprise IT Consultation
- IST 659: Data Administration Concepts and Database Management
- IST 667: Introduction to Data Science
- IST 714: Cloud Architecture
- IST 719: Information Visualization
- MBC 638: Data Analysis and Decision Making

Textual Data Management and Analytics

This area focuses on storing, retrieving, curating, and analyzing textual data that are not born in structured format, such as news and social media data.

Types of jobs: Data specialists, NLP engineer, data curator, knowledge representation specialists, customer analysts, social media analysts, data scientists, metadata librarians, research data scientists, text mining specialists.

Classes to take:

- IST 664: Natural Language Processing
- IST 681: Metadata
- IST 736: Text Mining

Part 2: Graduate Student Policies

Academic Integrity

Syracuse University aspires to the highest standards of integrity and honesty in all endeavors. The Academic Integrity Policy is designed to make integrity and honesty central to the SU experience by: setting forth clear ethical expectations for students in their academic endeavors; promoting consistency of standards and practices across colleges, schools, and programs; encouraging reporting of suspected violations; and facilitating the resolution of cases as promptly as possible while providing thorough and fair consideration for students and instructors. Education is a central goal of the policy, including affording students an opportunity to discuss and learn from academic integrity violations.

Syracuse University’s academic integrity policy and procedures are administered by the Academic Integrity Office (AIO) in the Division of Academic Affairs, and all schools and colleges. The AIO works with faculty, instructors, students, and staff to promote understanding of Syracuse University’s academic integrity policy and coordinate its administration. The office also maintains records of all academic integrity cases. Graduate students must open a summary of Syracuse University’s Academic Integrity expectations in MySlice twice a year and provide their electronic signature agreeing to uphold the AIO policy.

Academic Integrity Policy

Academic Integrity Expectations

SU classifies academic integrity expectations in four broad categories, designed for educational purposes. Neither the categories them- selves nor the examples of violations are exhaustive. Any action that improperly influences the evaluation of a student’s academic work, gives one student unfair academic advantage over another, or encourages the violation of academic integrity by others constitutes a violation of this policy. SU sets general guidelines for University-wide academic integrity standards. In recognition that learning objectives vary across courses, SU also strongly encourages instructors to establish course-specific academic integrity expectations, particularly with regard to what forms of collaboration are allowed and prohibited. It is the responsibility of all instructors to communicate course-specific academic integrity expectations to students. Any student who is uncertain whether an action she or he is considering would violate academic integrity expectations is responsible for asking the instructor or consulting the AIO beforehand.

Although most violations of academic integrity expectations will be course related, the SU has the authority and responsibility to respond to suspected violations in any context in which there is a threat to academic integrity at SU or involving SU students, courses, or programs.

Expectation 1: Credit Your Sources
Students must acknowledge their use of others' ideas, information, language, images, and other original scholarly and creative output when they incorporate these materials—directly or indirectly—into their own academic work. Sources include scholars and published research, as well as fellow students and other individuals who must be credited whenever their ideas are incorporated into another student's work. At a minimum, proper citation requires using quotation marks to identify others' verbatim language and providing in-text citations and bibliographic references to identify sources of direct quotation, paraphrasing, summarizing, and the borrowing of ideas and images. Sources must be credited regardless of whether those sources are published or copyrighted and regardless of whether they exist in print or online. Sources must be credited not only in written work, but also in oral and visual presentations, computer code, and other academic assignments, including any draft assignment submitted to an instructor, whether or not the draft will be graded.

Expectation 2: Do Your Own Work

Any work a student submits for a course must be solely his or her own unless an instructor gives explicit instructions allowing collaboration or editing. This applies to homework as well as to other written, oral and creative assignments. When collaboration or editing by someone other than the student is permitted—or required—it is each student's responsibility to adhere to any limits on editing or collaboration set by the instructor. Examinations and quizzes of all kinds, including online and take-home as well as in-class exams, must reflect only the work of the submitting student without assistance from other people or resources such as texts, websites, or notes unless the instructor has specifically allowed their use. Instructors who allow collaboration or the use of written, online, or other resources during an exam or quiz are responsible for clearly communicating their expectations. Students are responsible for asking questions in advance if they are uncertain about these expectations. Having notes, cell phones, electronic devices or other prohibited resources available on one's person or within easy reach during an exam constitutes a violation whether or not these items are used in completing the quiz or exam. Dishonestly obtaining and/or sharing the contents of a quiz or exam not provided by the course instructor constitutes a violation, as does providing unauthorized assistance in any form to another student taking a quiz or exam.

Submitting work completed previously for another course or purpose constitutes a violation of this policy as such double use of material deprives students of the opportunity to learn from the current assignment. Students seeking to turn in the same work in more than one course or to turn in work they have previously completed for another purpose or submitted to another organization or institution, including a high school, must obtain written approval from all relevant University instructors before submitting the work. This requirement applies to all course work regardless of format, including art, computer code, oral reports, and other course output in addition to written assignments. Many instructors will allow students to expand the scope of an assignment so as to legitimately submit it for two courses or requirements. Students pursuing capstone projects eligible for submission to two programs, such as to Honors and to the student’s major, must ascertain that both programs or courses will accept the same or substantially the same work and obtain written permission in advance from the relevant instructors or program directors.

Expectation 3: Communicate Honestly

Students are expected to be honest in their dealings with faculty, instructors, staff, and fellow students and to represent themselves and their academic endeavors accurately. This includes accurate reporting of participation in class, internships, and other academic activities, as well as honesty in requesting extension of deadlines and permission to reschedule assignments or exams due to illness or other extenuating circumstances. Honest communication also requires accurate presentation of research and research results, including avoidance of omissions or selective reporting of data that skew interpretation of findings. The expectation of honest communication includes the handling and representation of all academic records, documents, and resources of all kinds, including library, computing, and electronic records and systems related to academic work and education. Students are expected to represent themselves, their own academic work and the academic work of others honestly and to avoid falsifying, fabricating, or destroying academic records or otherwise misrepresenting their own or others’ identity and records.

Expectation 4: Support Academic Integrity

Students are expected to support and promote high standards of academic integrity at SU. This means avoiding actions that encourage or cover up violations by others. It also means asking questions of the relevant instructor or the Academic Integrity Office when academic integrity expectations are unclear to you. New York State Education law 213-b makes illegal the sale of written assignments that the seller knew or should have known would be used for fraudulent purposes. This policy prohibits the sale or purchase of completed or partially completed work for fraudulent use, including in-kind purchases and sales that occur when a student provides or receives work completed by someone else in exchange for making her or his own completed work available or earns money by persuading other students to make their completed academic work available.

In sum, supporting academic integrity involves understanding academic integrity expectations, abiding by them and encouraging others to do the same. Any action that threatens the integrity of academic pursuits at SU, including its courses, programs, and affiliates, constitutes a violation subject to reporting under this policy. This includes violating the confidentiality of an academic integrity case, deliberately thwarting an academic integrity investigation, and lying or misleading those carrying out an academic integrity investigation.

To Whom Does This Policy Apply?

The academic integrity expectations and standards established by this policy apply to students in all SU-sponsored courses and programs regardless of whether the student is matriculated and whether the course takes place on campus, online, or off campus, including course- and program-related internships and SU Abroad programs. These standards apply equally to behavior that occurs within a course, such as plagiarism within a midterm essay, and academic behavior outside the course context, such as altering a transcript or misrepresenting academic accomplishments in pursuit of employment. Faculty, instructors, staff, and students who report a suspected academic integrity violation or serve on a panel considering a suspected violation must follow the standards and procedures established by this policy.

To read the full Academic Integrity Policy, visit class.syr.edu/academic-integrity.

Student Status

Full-Time and Part-Time

SU considers a student full-time if they meet one of the three criteria below for the semester in which verification of full-time status is requested. A student's status is used for a variety of purposes, including the determination of federal loan eligibility and/or repayment. Graduate students who do not meet the requirements for full-time status are considered part-time students.

- Students registered for full-time study (nine credits in the fall, spring, or summer in a program approved by the student’s advisor)
- Students who hold an appointment as a graduate assistant or fellow and are registered for the semester (fall and spring only)
Students registered for fewer than 9 credits but for at least 0 credits of thesis, dissertation, or degree in progress for the semester and engaged, at a level equivalent to full-time study, in one or more of the following activities, as appropriate to and certified by their program: studying for preliminary, qualifying, or comprehensive examinations; studying for a language or tool requirement; actively working on a thesis or dissertation; or an internship.

Matriculated and Non-Matriculated Students

A matriculated student is defined as one who has applied for, been formally admitted to, and has registered for one or more courses in the degree or certificate-granting program to which they have been admitted. Students must be matriculated to receive a degree or certificate from the University. Students who take an official leave of absence maintain matriculation status. Non-matriculated students are held to the same academic standards as matriculated students. A non-matriculated graduate student is one who has earned a bachelor’s degree at SU or elsewhere, but has not been formally admitted to a degree or C.A.S. program at SU. This status applies whether registering for graduate or undergraduate courses.

Student Status for International Students

Immigration regulations require that F-1 and J-1 be registered as full-time students at Syracuse University in fall and spring semesters or be otherwise considered to be maintaining valid F-1 and J-1 status. Graduate students who begin their programs of study in the summer, must register for a minimum of 6 credits in the first session of study and must attend at least one course that meets on campus for the entire session. Otherwise, graduate students are required to register for nine or more credits every semester, with some exceptions:

- Students who have graduate assistantships are considered to be full-time students as long as they are registered for the semester.
- Students who are registered for less than nine credits but are considered to be full-time students based criteria specified on the Certification of Full-Time Status with the Registrar’s Office.

Students who are in their last semester are allowed to register for less than a full course of study, but must enroll in classes that meet on campus for the entire semester and must file a Last Semester Memo with the Slutzker Center.

- Graduate students who will complete their programs of study in the spring, must be considered to be full-time students in the spring and must attend at least one course that meets on campus during their last summer session or be registered for the summer and have filed a Certification of Full-Time Status with the Registrar’s Office for the summer.

Last Semester Exception to Full-Time Registration:

- Students who are in their last semester are allowed to register for less than a full course of study, but must enroll in classes that meet on campus for the entire semester and must file a Last Semester Memo with the Slutzker Center.

Last Semester Memo for International Students

All international graduate students must complete this form during their last semester, and should do so as early as possible during the semester. The form can be completed electronically, signed by your academic advisors, and then submitted to the Slutzker Center for International Services. Once students have submitted and filed their last semester memo, they cannot change enrollment and will not receive a CPT letter. You can find the form here: [ischool.syr.edu/academics/advising/advising-forms/](http://ischool.syr.edu/academics/advising/advising-forms/)

Online Courses and Full-Time Status for International Students

For Syracuse University F-1 students, a full-time course load is required during the fall and spring semesters. Full-time enrollment means graduate students must enroll for at least nine credits every semester. Students are not required to enroll in courses during the summer; however, if the summer session is the student’s first semester, then the student must maintain full-time enrollment of at least six credits for that summer session. Immigration regulations place restrictions on the number of online courses students can register for each semester. F-1 students cannot register for more than three online credits per semester towards the “full course of study” requirement. For example, a graduate student required to register for nine credits per semester to maintain full-time status can take only three of those credits through an online class each semester; six credits must involve campus-based courses. Students who are in their last semester and do not need to be registered full-time, cannot register for only online classes in their last semester. They must be enrolled in a course that meets on campus for the entire semester. For more information, visit [international.syr.edu/immigration-status/maintaining-visa-status.html](http://international.syr.edu/immigration-status/maintaining-visa-status.html)

Registration and Grading

Students must be officially registered in order to attend, be evaluated, audit, and participate in classes. An instructor may not allow students to attend classes and/or submit work unless their name appears on the official class roster or unless they are attending with the instructor’s approval for the purpose of making up an incomplete. Students may not attend a class without officially registering, and then register for the class as if it were taken in a subsequent term, either for financial reasons or for scheduling convenience. The same rule also applies to internships taken for credit, independent studies, experience credit, and so on. Instructors have the option to administratively drop students who do not attend the first week of classes. Before registration, all holds need to be cleared. If outstanding bills are not paid, early registration for the next semester may be cancelled. Please refer to the academic calendars to view registration dates for each semester or quarter terms. *School students will be limited to 12 credits without special permission per semester, and pre-requisites of all courses will be enforced.

Adding and/or Dropping Courses

After registration, students may adjust their schedules by adding or dropping courses upon receiving the necessary approvals. Registration and schedule adjustment may be conducted on the web through MySlice. Please consult the academic calendar on SU’s website for these dates. Adding of courses or entire registrations after the add deadline is no longer allowed. Online students can email their online student success advisor for more information.

Auditing Courses
SU’s registration policy prohibits students from attending, being evaluated, auditing, or otherwise participating in courses without being officially registered or enrolled. Instructors may not allow students to attend classes and/or submit work unless they appear on the official class roster or are attending with the instructor’s approval for the purpose of making up an incomplete (I) grade. Students auditing courses are not responsible for fulfilling the academic requirements of the course, and, therefore, do not receive academic credit for audited courses. Audited courses are non-credit and are not counted toward enrollment status, however, students are allowed to register for a course they previously audited to receive a grade. If a graduate student is registered full-time, or for nine credits, the fourth class they take can be audited for free. If a graduate student is registered for only six credits and wants to audit a three credit course, they are financially responsible for the course. Students may only audit courses with the approval of the appropriate department and subject to the restrictions made by the instructor. Online courses may not be audited.

Double Major/Dual Degrees
While there is no such thing as a “dual” degree at the graduate level, students can enroll in two master’s degrees concurrently. New York State Education Department, NYSED, limits the counting of credits toward multiple degrees and/or programs to protect the academic integrity of each degree and/or program. When a student is counting credits towards multiple degrees and/or programs in the same or closely related field(s) and the coursework makes up an integral part of the degrees and/or programs, the following restrictions apply:

- The student must be admitted to the degree program in each of the awarding departments/colleges.
- In no instance shall course credit be counted more than twice in satisfaction of the requirements for multiple degrees and/or programs.
- In order to earn two or more degrees and/or programs, including a C.A.S., students must earn a minimum of 80 percent of the combined total of SU credits normally required for each of the degrees.

Please contact your academic advisor more information and exceptions to these rules.

Incomplete Grades
An incomplete grade may be granted to a student only if it can be demonstrated that it would be unfair to hold the student to the normal limits of the course. Illness or other exceptional circumstances are the usual basis for consideration. To receive an incomplete, a student must submit the Request for Incomplete form at iSchool.syr.edu/academics/advising/advising-forms/ before the instructor turns in grades for the semester. An incomplete is calculated immediately as an F in the grade point average, and will affect a student’s overall GPA. In the Incomplete Request form, the instructor needs to specify, in detail, remaining course requirements to be met by a certain date before a final grade is given. The purpose of an incomplete is to finish the specified coursework and replace the incomplete with a final grade by the deadline date given in the form. If a student has to complete so much work to be re-added to a class in a subsequent semester, that does not justify an incomplete- the student simply has to pay to retake the class. A student may have no more than two incomplete grades on his or her record at the time of registration, and a student may not graduate with outstanding incompletes.

Minimum GPA to Continue Graduate Work
Graduate students must earn at least a 2.8 cumulative GPA in the first 30 credits of graduate study at SU. If students fail to meet this requirement, they may be put on academic probation or their matriculation at SU may be cancelled.

Minimum GPA to Graduate
In order to graduate, graduate students must earn a 3.0 cumulative GPA.

Retaking Courses
Graduate students may retake a course in which they earned a grade of C+, C, C-, or F, with the approval of their department/college and the Graduate School. Graduate courses may be retaken only once. A repeated course replaces the original course on the student’s degree program of study, but both the original course and the repeated course will appear on the student’s transcript and both courses will calculate unless the original course is flagged. For information on how to flag a course, please speak to your academic advisor.

Time to Degree
Students must complete their degree requirements for the M.S.I.M. within seven years from the time the student registers for the first course to be used in the master’s degree program. If a student does not meet this requirement, the student may petition their school/college for reinstatement of credits that were completed outside the seven-year time frame.

Transcripts
SU maintains a permanent academic transcript showing a complete list of courses and grades earned by each student, matriculated or non-matriculated, who takes credit-bearing coursework through any SU program. The transcript may not be modified or selectively altered for any reason, including ignorance of deadlines or academic rules. Once a degree is conferred, the transcript may not be changed except in cases of subsequently discovered fraud or academic dishonesty, when assessments that more accurately represent academic work completed prior to degree certification are discovered, or to correct administrative errors. In extreme cases, such changes may include the rescinding of a degree. Transcripts may be obtained from the Registrar’s Office. SU reserves the right to withhold copies of transcripts of students who have not fulfilled their financial obligations to the University or by request of the Office of Student Rights and Responsibilities.

Transfer Credit
Many students transfer into the iSchool from another graduate program within SU, or another institution. As an incoming transfer student, there are a few items to keep in mind:

- No scholarships awarded to students by another school will transfer into the iSchool
- International students with a non-STEM visa who are coming into a STEM program, and international students who are transferring into a program with a higher or lower number of credits needed to graduate, must notify the Slutzker Center so that they can report the facts of their present situation to immigration services for potential visa adjustment
• Students may transfer a maximum of 6 credits of elective courses into the M.S.I.M. program from outside of the iSchool or Syracuse University. Students who want to transfer in courses from other universities are required to submit a Petition to Transfer Credits form. This will meet the six-credit transfer policy of the program and no more non-IST classes would be allowed. Students who want to transfer in courses from outside of the iSchool but within SU are required to submit a Petition to Faculty form. All classes being transferred in, whether from SU or outside of SU require a minimum grade of B, the course completed should be graduate level, and credits must have been earned within seven years of when the student graduates from the iSchool. Petition forms can be found here: ischool.syr.edu/academics/advising/advising-forms/.
• Students may transfer up to a maximum total of 15 credits from certain institutions to the M.S.I.M. program as follows: From the National Defense University, the University of Virginia School of Continuing and Professional Studies Certificate in Cybersecurity Management, and the U.S. Army Signal Center School. Please visit our website or contact your academic advisor for more information.

Graduate Degree and Graduation Requirements

Applying for Graduation

Please review the website for graduation requirements here: ischool.syr.edu/academics/advising/advising-forms/

File Diploma Request

Graduating students must notify SU that they intend to graduate through the File Diploma Request process, accessed through MySlice. Only students who complete this process are included in degree certification review, have their name included in the iSchool's Convocation booklet, and will receive information about Commencement. Log into MySlice, Under Student Services, Academics, select File Diploma Request. Specify the term, and provide information for the diploma, including a mailing address. The Graduate School establishes deadlines to file for graduation, published on their website: graduate.syr.edu/policies-and-requirements/graduation-requirements/. Each semester, an email will be sent to the program listservs to inform students of the deadline to file a diploma request. Online students will receive notification from their online student success advisors.

Program of Study

In addition to a diploma request, students must complete and submit a Program of Study Form in their last semester of study. This form is required for certification of the graduate degree. The exact deadlines to submit the Program of Study forms will be communicated to students on the program listserv and from the academic advisors. Campus students must submit this form to Advising and online students must submit the forms to their online student success advisor. Students in more than one degree program need to submit separate Program of Study forms for each program: ie: one for a C.A.S. and one for the M.S.I.M., listing only the classes on the form that count towards that particular degree. The form can be found at ischool.syr.edu/academics/advising/advising-forms/.

Commencement and Convocation

SU has one graduation ceremony each May, called Commencement. Commencement includes all SU students: undergraduates, graduates, and Ph.D. students, and it is a celebratory event, not a requirement. Individual schools and colleges host celebratory Convocations on a separate day from Commencement, to individually recognize each degree candidate on stage and to present special awards. For more information on eligibility, dates, and activities, visit commencement.syr.edu.

Request for Certification of Degree Letter

A student who has fulfilled all of the degree requirements before the next conferral date may need certification for employment or to meet visa requirements. To request a degree certification letter, contact the Registrar’s Office at 315.443.2422, registrar@syr.edu, or stop in at 106 Steele Hall. Students will be required to provide identifying information and/or a photo ID when they make the request and a fee may apply.

When You Receive Your Diploma

Each school and college at SU certifies the completion of its students’ degree requirements. The certification process generally takes four to six weeks after the completion of requirements. Once certification is complete, the Registrar’s Office posts the award and orders the diploma. When posted, the degree appears on the academic transcript. SU awards degrees and certificates four times per year for both online and campus students: in May, June, August, and December. Students’ degrees are awarded for the award date that falls on or after the date on which all degree requirements were completed. For example, online students who complete their degree requirements in March, after the Winter term, will not have their degree certified until May. Only students who have submitted their Program of Study and File their Diploma Request will have their degree certified.

The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) sets forth requirements regarding the privacy of student records. FERPA governs both the access to and release of those records, known as education records, and the information they contain. Under FERPA, faculty have a legal responsibility to protect the confidentiality of student records. For additional information about FERPA and SU’s FERPA policy, see registrar.syr.edu/students/student-privacy-rights/, or contact the Registrar’s Office at 315.443.2422.

Health Insurance

To ensure students are prepared for medical situations that could create barriers to their learning, SU requires full-time, matriculated graduate students to carry qualifying health insurance coverage. Through the SU Student Health Insurance Plan (SHIP), eligible students have access to comprehensive health care coverage. All full-time, matriculated graduate students are eligible for SHIP. Once per academic year, eligible students must enroll in or waive out of the SHIP through their MySlice account. The SHIP is currently insured and administered by Aetna Student Health. This plan is ACA-compliant, provided by a U.S.-based insurer, and includes emergency and non-emergency coverage in the Syracuse area. For more information, visit healthinsurance.syr.edu.

Religious Observances

SU recognizes the diversity of faiths represented in its campus community and supports and protects the rights of faculty, staff, and students to observe religious holy days according to their traditions. Under the policy, students are provided an opportunity to make up any examination, study, or work
requirements that may be missed due to a religious observance, provided they notify their instructors no later than the end of the second week of classes. Student deadlines are posted in My Slice under Student Services/Enrollment/My Religious Observances/Add a Notification. For more information, visit policies.syr.edu/policies/university-governance-ethics-integrity-and-legal-compliance/religious-observances-policy/.

Orange Alert

Orange Alert is the campus crisis alert notification system directed by SU’s Department of Public Safety, designed to provide rapid notification and instruction to SU students, faculty, and staff in the event of a crisis in progress—an instance in which there is an immediate threat of physical harm to members of the campus community. When activated, Orange Alert uses email, text messaging, and cell/landline phone calls to send a brief notice about the situation and instructions for what to do. A typical message might read: “There is a (type of crisis) on campus at (a specific location); evacuate the area immediately and remain away until further instructed.”

Syracuse University will use reasonable efforts to provide timely, complete, and accurate information regarding crisis situations via the Orange Alert system. Orange Alert contact information is drawn from the MySlice online information system. To report an emergency while on campus, please use the following:

- From a campus phone: 711
- From a non-campus or cell phone: 315.443.2224
- From a cell phone: (AT&T or Verizon): #78

For complete details on emergency procedures, visit emergencyguide.syr.edu/.

Part 3: M.S.I.M. Program Administration Policies

First Week of Class Attendance Policy for Campus Students

Many of our graduate-level classes at the iSchool are very popular and heavily enrolled due to the topic at hand and instructor availability. If a campus student has not attended class by the end of the first week of that class in any given semester, the professor has the right to drop or unregister the student from that class. Instructors will provide a list of students who have not attended class in the first week to Student Services, who will then drop the students from their class. In order to stay registered in their courses, campus students must attend the first week of class in each semester. Online instructors may also choose to have students dropped from their class if they missed the first live face-to-face synchronous session.

Graduate Program Transfer

Students interested in transferring to another program within the iSchool can see the M.S.I.M. program manager, academic advisor, or iSchool Enrollment Management office for the Graduate Program Transfer application form. If a non-iSchool student is transferring to another M.S. program, then in addition to the form, they will need to submit an updated resume and a 500-word personal statement indicating why they wish to transfer. These forms should be submitted to our Enrollment Management team in 002 Hinds Hall. Questions can be sent to your program manager, academic advisors, or Bridget Crary at bmcrary@syr.edu. Students who wish to transfer out of the M.S.I.M. should consult with the department they are interested in transferring to.

Independent Study

Students who already possess significant work experience may elect to do a culminating project as an independent study (IST 690) in place of another course. No more than 12 credits of a student’s program can be taken as independent study. Students who are interested in this option should discuss it with the program director, program manager, sponsoring faculty member, or academic advisor. Registration for an independent study cannot be done online. Instead, students are required to complete a Proposal for Independent Study form, available from the Student Services Office, or online at ischool.syr.edu/academics/advising/advising-forms/. The form must be submitted to the Student Records Office, 106 Steele Hall. The registration is pending until the completed form has been submitted. Online students can submit the form to their online student success advisor.

iSchool Success and Employability Policy for International Students

We are dedicated to supporting our international students’ success and employability. For this reason, we require that students with TOEFL scores below 100 or IELTS scores below 7.0 take IST 678: Communication for Information Professionals. Students who fall into this category will take an English assessment exam when they arrive on campus. If the exam score is high and indicates that this course would not be beneficial to the student, they may opt out of taking it. IST 678: Communication for Information Professionals is a three credit course that will not apply to the required credits for your academic program, but will apply to your GPA, or grade point average. The iSchool believes that this course is very important to academic and employment success; therefore, students will not be charged tuition for taking this course.

Pursuing Multiple Graduate Degrees/Adding a C.A.S.

Students who wish to pursue multiple graduate degrees or a C.A.S. in addition to their M.S. can see the M.S.I.M. program manager, academic advisor, or iSchool Enrollment Management office for the Internal Admission application form. If you are an iSchool M.S. student applying for a C.A.S., only one of these forms will apply to an M.S. program, then in addition to the form, they will need to submit an updated resume and a 500-word personal statement indicating why they wish to add the program. Campus students should submit the forms to our Enrollment Management team in 002 Hinds Hall. Online students should submit the forms to their online student success advisor. Students are encouraged to add a C.A.S. in their first year of graduate study. The final deadline for students to add a C.A.S. is the financial deadline to drop a class of their final semester of study. Questions can be sent to your M.S.I.M. program manager, academic advisor, or Bridget Crary at bmcrary@syr.edu.

Job Opportunities at the iSchool

Faculty Assistant Program
The faculty assistant program gives selected master's students the opportunity to work closely with faculty researchers and practitioners at the School of Information Studies. Faculty assistants (FAs) are chosen through an online matching process and students are notified if they were selected to work with a faculty member. Students cannot be hired for these positions in advance of a semester, and positions are not guaranteed. Students should not email faculty to inquire about positions—the positions that are available will be posted through the online process, and hiring can only be done through that online application and selection process. Please be aware that there are fewer positions than applicants, so it is important that students follow the guidelines carefully and hone their skills for self-presentation. International students are limited to 20 hours per week of paid work while in school, but they may work more than this during periods where school is not in session. You will be informed if SU records indicate that the work hours of an FA position for which you are hired will mean that you have a work hour total that exceeds this amount. Details and complete application instructions can be found at ischodi.syr.edu/academics/special-initiatives/faculty-assistant-program/.

Graduate Assistants (GAs)

There are only a few graduate assistant positions available at the iSchool. Unless specific announcements are sent out by email or through online posting, these are not something to which a student applies; rather the student interacts directly with the sponsoring professor to get to know of these opportunities. Some research GAs are available, but these are only with professors who have grant funding. In general, a professor will hire students who they have in classes, know from projects, who have demonstrated good performance in the subject area with a desire to work in depth on a given topic. If you are interested in working on a research project, getting to know professors who are working on such projects through taking their classes or otherwise building an individual relationship with them is the best way.

Other Employment Opportunities on Campus

All student job opportunities are posted through SU’s Job Opportunities website, www.sujobopps.com. Jobs are posted continuously throughout the year.

Scholarships and Student Aid

Scholarships for the M.S.I.M. program are available for the on-campus program only. At the graduate school level, financial aid is merit-based, unlike the need-based aid students may have received during their undergraduate studies. Graduate school aid is limited and highly competitive, and the majority of funds are given out during the initial admissions process. However, we do offer the opportunity for current, matriculated campus students to apply for merit-based aid throughout their studies, typically awarded in the form of tuition credits. Students need to submit an online application each semester in order to be considered and are required to write a reflective essay prompt that reflects on work or other projects completed and how the work honors the iSchool values. The pool of credits awarded each semester varies, as does the number of students who apply and are awarded. We cannot guarantee all students will receive an award. Students cannot receive more than one scholarship or merit-based award in a given semester, and are required to maintain a 3.0 in order to receive and keep their award. Campus students can contact the M.S.I.M. program manager for more information.

Part 4: Student Life at the iSchool

Student Populations at the iSchool

International Students

The iSchool educates students from more than 30 countries and all corners of the globe. We take pride in our rich diversity, which is reflected in the range of nationalities, experiences, and backgrounds of our students and faculty members, and the career opportunities available to our graduates. From faculty research to international study abroad experiences, global collaborations to alumni placement, the iSchool has a strong international presence to complement the extensive international network at Syracuse University.

Slutzker Center for International Services (SCIS)

New students coming to SU for the first time may be filled with anxiety and questions about their first day. What should you bring? Who will meet you? How do you get to campus from the airport? For international students, SCIS is the first and possibly most important place you will visit on campus. SCIS works closely with the Graduate School and all academic departments to assure that international graduate students enrolled at SU can achieve their academic objectives and become an integral part of the SU academic community.

SCIS’ primary objective is to assist international students in maintaining compliance with U.S. immigration laws, and provides information and updates on immigration regulations, seminars on immigration topics, and walk-in appointments with an advisor. SCIS is the place to go on campus if you have questions regarding curricular practical training (CPT), employment, health insurance, immigration regulations and status, optional practical training (OPT), passports, travel, the I-20, and visas. SCIS staff is also the best resource for important check-in documents, information about different offices and points of contact around campus, and information about housing, banking, driving, taxes, and technology. If you have personal, social, academic, health, housing, or financial problems, the SCIS staff offers advice and counseling.

SCIS provides all students with an orientation program designed and conducted especially for new international students. This orientation program is held the weekend prior to the opening weekend of the University. Check the website for the exact time, date, and location of orientation. To ensure you do not miss any important information, be sure to check your syr.edu email account on a regular basis. Visit international.syr.edu for more information.

Military Students

The iSchool is uniquely equipped to provide an education to veterans and those currently serving in the military. SU is proud to have a tradition of service, and the iSchool continues that tradition by offering veterans cutting-edge curricula, the highest quality programming, and an opportunity to connect with the people, resources, and programs you want to pursue at the University. Military and veteran students have the opportunity to have their military training and coursework considered for academic transfer credit. Eligibility will be determined at the time of a student’s initial application to the iSchool. This process should be initiated by sending a request along with a military transcript (JST, CCAF transcripts, or other official documentation as requested by the iSchool). Military students should contact Vicky Williams, Director of Online Education at the iSchool, who works specifically with this student population.

Syracuse University Resources for Military Personnel and Veterans
There are a number of resources available to military and veteran students and families, beginning with the initial program inquiry and continuing through degree program completion and beyond. Students can find all of the information below and more at vrc.syr.edu or ivmf.syracuse.edu.

- **Yellow Ribbon Program**: SU is a member of the Yellow Ribbon Program. Application fees are waived for all veterans.
- **Veterans Resource Center (VRC)**: Dedicated to providing services to military students and veterans at the University. From navigating military educational benefits to connecting with other veterans at Syracuse, the VRC is the first place for veterans to find the people and resources they need to successfully complete their degree at SU.
- **VetSuccess On-Campus Coordinator**: A Veterans Affairs employee available as an on-campus resource for all veterans attending SU, and here to encourage, promote, and support veterans to be successful in their educational and career endeavors.
- **The Veterans Career Transition Program (VCTP)**: available for veterans, spouses, and spouses of active-duty military, operated by the Institute for Veterans and Military Families and designed in part by the iSchool, to help individuals in military careers transition to careers in civilian business, industry, government, and more. The VCTP offers three exclusive online study tracks in professional skills, technology, and independent study, as well as access to exam preparation and industry certification exams—all at no cost to participants.

**Career Services and Employer Relations**

The iSchool believes in teaching students the skills they need to be successful on the job market. We house our very own Career Services and Employer Relations team, assisting students across all of our programs in their career development by providing individual counseling, strategic job search resources, resume and interview preparation, and professional development events. The team also connects employers with the iSchool in numerous ways, from recruitment and internship opportunities to collaboration in curriculum development. While many career development programs are iSchool specific, we work with career service offices across SU so students can experience programming in many disciplines and with a diversity of potential employers. Students should follow their program listserv to hear about job and internship opportunities. More information on iSchool Career Services can be found on our website: ischool.syr.edu/careers/career-services/.

**Drop-ins and Advising**

iSchool campus students must make an appointment to meet with career services for one-on-one advising and in-house career advice. iSchool online students can contact the career services office at careerservices@ischoolonline.syr.edu.

**Career Fair**

The iSchool holds a career fair on campus every fall and spring semester in which a variety of top employers in the information industry connect with iSchool students.

**Career Development Workshops**

Career Services presents multiple offerings on campus throughout the semester in areas such as: Preparing for and Conducting Your Job Search; Resume and Cover Letter Writing; Interviewing Skills and Preparation; and Communicating with Employers, LinkedIn, and other forms of networking.

**Employer Visits and Guest Lectures**

The iSchool hosts a number of employers on campus each year who run seminars, host office hours, and serve on career-related panels. Representative companies include: Excellus BC/BS, O'Brien & Gere, IBM, Microsoft, Ernst & Young, Deloitte Consulting, Goldman Sachs, and start-ups.

**Internships**

In recognition that education extends beyond the formal classroom, we require M.S.I.M. students to participate in an internship, designed to provide students with the opportunity to work in a day-to-day professional environment under the supervision of an experienced professional and with the guidance of an iSchool faculty member. Internships can be done on site, remotely, or a combination of both. One can approach an internship decision in two ways: The first is to choose an internship that will directly match career goals. It can provide an excellent source of work experience and be a source of recommendations from practitioners who have had an opportunity to see a student’s work first hand. The second approach is to try something new. For those who are undecided about career goals, the internship can be a way of “testing the water” to see if a student likes a particular environment. An internship comprises 50 hours of work for each credit, and is treated as another course in terms of the intensity and depth of the knowledge sought. It is suggested that students register for internship opportunities when they have completed approximately one-half to two-thirds of the M.S.I.M. program. Internships are competitive and the iSchool cannot guarantee a paid internship arrangement.

For a full guide on the process, requirements, and FAQ, please review the M.S. in Information Management Internship Guide (coming soon)***

**CPT Recommendation Letters (International Students Only)**

To receive a CPT letter of recommendation from the iSchool, your internship offer letter must state your employment is an internship with a start and end date. The start date must occur in the future and cannot be backdated. Internships cannot be filed after the fact, as the iSchool needs to provide the Slutzker Center with a copy of the internship offer letter along with the CPT recommendation letter.

**Student Involvement at the iSchool**

**Experiential Groups and Research Centers**

The faculty of the iSchool cross disciplinary boundaries to integrate the common elements of information management in business, government, education, and nonprofit settings, including the relationship of information and knowledge, electronic and traditional libraries, information systems and technology, information resources management, information policy and services, and the study of information users. Many of the faculty conduct their research individually and in small, flexible, interdisciplinary teams. For certain specialized areas and cross-unit collaborations, however, research centers and
Part 5: Syracuse University Support Services

The Division of Student Affairs at Syracuse University works with students, faculty, staff, and community partners to deliver programs and services to enhance the student experience at SU. Their work also shapes the culture of our campus community, which is one that cares, understands, and is connected to one another. The Division of Student Affairs fosters students' intellectual, personal, and professional growth, and prepares students for success on campus and beyond graduation. Most importantly, the division strives to create safe, diverse, and stimulating environments responsive to student needs. The Division of Student Affairs encourages students to take advantage of the variety of programs and services offered, invites questions, and values feedback.

Below is a list of the principal units of the Division of Student Affairs. Each department's website, address, and phone number is listed, and students should feel free to contact them using this information.

Bookstore

Schine Student Center 315.443.9900
bookweb.syr.edu

Provides students with goods and services required for academic success. Here, students can purchase SU apparel and gifts, textbooks and supplies for classes, and graduation regalia.

Career Services

Women's Building, Suite 214
315.443.3616
careerservices.syr.edu

Helps students and alumni with career development and planning. It also provides educational programs on professional development, skills, and networking.

Center for Emerging Network Technologies (CENT)

The mission of the Center for Emerging Network Technologies, or CENT, is to understand the future of networking technologies, and to engage students, faculty and industry in the process of defining and shaping that future. Convergence refers to the power of digital media to provide unified communications and new applications, devices and networks involving voice, video, data, text and money. Emerging Network Technologies refers to the other economic and technological trends affecting networking, such as new architectures and protocols and new forms of wireless broadband access. The Center’s research is interdisciplinary and applied, focusing on the management and use of networks and communication as well as relevant public policy and industrial organization issues. The Center serves three distinct constituencies: 1) It provides a platform for faculty research on digital convergence and networking, 2) It provides experiential learning for graduate and advanced undergraduate student teams, and 3) It serves as a mutually beneficial learning interface between the networking technology industries and the School of Information Studies. For more information on projects in CENT, visit ischool.syr.edu/research/research-centers/center-for-emerging-network-technologies/

Experiential Learning

The iSchool is committed to student success, and gives all students the opportunity to immerse themselves in culture and entrepreneurship opportunities all over the world. There are many opportunities for iSchool students to develop the tools that will enable them to function in this global economy, whether it be immersing themselves in the culture of some of the most exciting cities in Asia and Europe to learn how global corporations use information to address global technology challenges, spending Spring Break in Silicon Valley, or taking a road trip to New York City to get a firsthand look at companies, entrepreneurs, and venture capitalists. To find a detailed list of current Experiential Learning opportunities, please visit ischool.syr.edu/academics/experiential-learning/

Student Organizations

The iSchool has more than 15 recognized student groups that uniquely support the needs and interests of our students, as well as provide students with an outlet to expand their professional and social networks and find support in common pursuits. iSchool students can also get involved in the 300 or more SU student organizations, ranging from intramural sports to performing arts and cultural social clubs. The iSchool holds a student organization interest fair on campus each fall where you can meet the current members of student groups and learn more about their mission, goals, and upcoming events. To learn more, visit ischool.syr.edu/about/student-organizations/

iConsult Collaborative

The iConsult Collaborative is a university-wide program to build experience for students through real-world client projects involving digital transformation. Student participants in iConsult form project teams representing needed specialty domains of the schools and colleges of the University. Each iConsult team works under the direction of faculty mentors and a student Project Leader who oversees the client relationship and the team's deliverables. iConsult Project teams analyze, design, recommend, and apply known information tools and approaches to help clients integrate digital technology into their organizations. In 2018, iConsult was revised and expanded into a University-wide program in collaboration with both corporate and community engagement partners and sponsors. This gives the opportunity to involve students from multiple schools and colleges within the University in cross-functional teams. The iConsult Collaborative, as it is now known, builds upon its long-term foundation to work on a broad range of projects leading toward the digital transformation of its clients in several business sectors. The iSchool directs and manages the iConsult Collaborative on behalf of the University. For more information, visit ischool.syr.edu/careers/careerkickoff/iconsult/

laboratories provide a venue that supports long-term commitment to a particular research area. To view all research centers and labs and their descriptions, as well as research areas of our more than 30 tenured and tenure-track faculty, please refer to our website, ischool.syr.edu/research. More information on our Research Centers and Labs can be found here: ischool.syr.edu/research/research-centers-and-labs/
Counseling Center  
Barnes Center at The Arch  
315.443.4715  
counselingcenter.syr.edu  
Offers free and confidential crisis counseling, referrals, advocacy, and ongoing assistance for students addressing mental health, sexual misconduct and relationship violence, and substance abuse issues. The center is staffed with experienced, licensed mental health professionals, including psychologists, social workers, and a consulting psychiatrist on staff. Help is available 24 hours a day.

Department of Public Safety (DPS)  
005 Sims Hall  
315.443.2224  
publicsafety.syr.edu  
DPS is the police force serving the campus and University-controlled properties which works to maintain a safe, secure learning and living environment. DPS’s 42 public safety officers and 14 supporting community services officers are stationed around campus and patrol the surrounding community 24 hours a day, seven days a week. The DPS emergency call center is available around the clock to address the community’s safety and security needs. Students can reach DPS by dialing #78 (#SU) from a cell phone, or by dialing 711 from a campus landline.

Department of Recreation Services  
Barnes Center at The Arch  
315.443.4386  
recreationservices.syr.edu  
Helps students achieve and maintain a healthy, active lifestyle through a variety of programs, classes, and special events designed to fit any interest or skill level.

Disability Cultural Center  
548 Bird Library  
315.443.4486  
sudcc.syr.edu  
Provides students, faculty, staff, and community members with social, cultural, and educational programming, advocacy, and support related to disabilities and disability cultures. The DCC is distinct from the Office of Disability Services, which provides accommodations and an array of other services.

Equal Opportunity, Inclusion, and Resolution Services (EOIRS)  
005 Steele Hall  
315.443.4018  
inclusion.syr.edu  
Supports SU’s non-discrimination policies: SU does not discriminate on any protected basis, including in admission, treatment, or access to its programs and activities or in employment in its programs and activities. SU prohibits harassment or discrimination related to any protected category, and protected bases include creed, ethnicity, citizenship, sexual orientation, national origin, sex, gender, pregnancy, disability, marital status, political or social affiliation, age, race, color, veteran status, military status, religion, domestic violence status, genetic information, gender identity, gender expression, or perceived gender. Any complaint of discrimination or harassment related to any of these protected bases should be reported to Sheila Johnson-Willis, SU’s interim chief equal opportunity and Title IX officer, who is responsible for coordinating compliance efforts under laws including Titles VI, IX, and Section 504 of the Rehabilitation Act.

Health Services  
The Barnes Center at The Arch  
315.443.9005  
health.syr.edu  
Specializes in college health and serves the needs of SU and SUNYESF students. Its variety of services includes office visits, ambulatory care, laboratory services, allergy treatment, nutrition counseling, and more.
Hendricks Chapel
315.443.2901
Hendricks.syr.edu
Provides spiritual programs, counseling, and activities, and hosts events for members of the University community.

Information Technology Services
CST 1-227 Life Sciences 315.443.2677
its.syr.edu
Provides a variety of support options for students, faculty, and staff. Students can and should contact ITS when they have issues in regards to their NetID, SU email, MySlice, or the wireless network. ITS will also be in contact with students via email for any phishing attempts, and requests that students report those to them as well. If you have issues or questions, email help@syr.edu and include your name and SU I.D. number.

LGBT Resource Center
548 Bird Library
315.443.3983
lgbt.syr.edu
Offers services to those with marginalized genders and sexualities and their allies by offering intentional programs, developing meaningful dialogues, providing education and resources, cultivating leadership, engaging in advocacy, and collaborating with others.

Libraries
222 Waverly Avenue
315.443.2093
library.syr.edu
Offers resources and services supporting research and study for online and on-campus students. Collections include journals, books, business and entrepreneurship information, data and statistics, video, government documents, special collections, archives, including an extensive audio archive, and more. The iSchool subject librarian is available for assistance to all members of the iSchool community; see library.syr.edu/staff/subjects.php for contact information. SU Libraries also offers student employment and internship opportunities.

Office of Disability Services (ODS)
804 University Avenue
315.443.4498
disabilityservices.syr.edu
SU seeks to promote meaningful access to educational opportunities for all students, and supports Section 504 of the Rehabilitation Act of 1973 as amended and the Americans with Disabilities Act of 1990. This means that no individual who is otherwise qualified shall be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity, solely by reason of having a disability. ODS is responsible for coordinating disability-related accommodations and will issue Accommodation Authorization Letters to students with documented disabilities as appropriate. Since accommodations may require early planning and generally are not provided retroactively, please contact ODS as soon as possible. Students are also welcome to privately discuss their academic needs with their professors.

Office of Multicultural Affairs (OMA)
548 Bird Library
315.443.9676
multicultural.syr.edu
Provides a wide range of programs to support and promote the academic achievement, multicultural competence, social development, civic engagement, and retention of students from historically underrepresented racial/ethnic groups at SU as well as communitywide programming and events.

Office of Off-Campus and Commuter Services (OCCS)
Goldstein Student Center (South Campus)
315.443.5489
occs.syr.edu
Provides problem-solving, education, and support for students who commute from home or live in off-campus housing.

**Office of Student Assistance**
306 Steele Hall
315.443.4357
studentassistance.syr.edu
Serves as a central support hub to help students and their families manage crises, life traumas, and other concerns or barriers that impede success. The office works to address the needs of students who struggle in areas such as psychological health, physical health, crime victimization, sexual misconduct, and relationship violence, and social adjustment through a variety of interventions, referrals, advocacy, and follow-up services.

**Slutzker Center for International Services**
310 Walnut Place
315.443.2457
international.syr.edu
Supports international students as they adjust to the campus and community. The center handles issues such as immigration regulation, passports and visas, insurance, employment, and travel.

**Student Rights and Responsibilities (OSRR)**
310 Steele Hall
315.443.3728
studentconduct.syr.edu
Supports the University conduct system, which is committed to providing a fair and educational process that fosters the highest levels of behavior while promoting a safe environment that respects the rights of all students.

**Writing Center**
101 H.B. Crouse Hall (On the Quad)
315.443.5289
wc.syr.edu
Helps students become stronger, more accomplished writers. No matter which form of support a student chooses, writing consultant will work with students at any stage of the writing process.

**Part 6: Points of Contact at the iSchool**

**M.S.I.M. Program**

**Program Director**
Murali Venkatesh is the program director for the on-campus and online M.S.I.M., M.S. in Applied Data Science, and M.S. in Enterprise Data Systems, as well as C.A.S. in data science and information security management. He acts as a central resource for questions regarding program requirements and as a liaison between individual programs and the iSchool. In this role, the program director is a student’s advocate for matters concerning policy, procedures, and special issues that might arise. He assists students with issues or questions related to courses and/or faculty.

**Program Manager**
Lauren Juiliani is the program manager for the on-campus and online M.S.I.M., M.S. in Applied Data Science, and M.S. in Enterprise Data Systems, as well as C.A.S. programs in data science and information security management. She is responsible for oversight on all activities of the programs and its students, and supports the program director in achieving program goals around assessment, enrollment, and curriculum design and planning. She assists students with inquiries on merit-based scholarships, and overall program procedures and processes.

**Graduate Academic Advisors**
Jose Tavarez and Tess Schaufler assists all iSchool graduate students with questions regarding degree requirements and course registration. They hold open advising sessions, review all program of study forms, and certify all students’ degrees for graduation.

**Assistant Dean of Student and Career Services**
Kathy Allen oversees the iSchool’s Student Services career and advising staff, which is your best resource to help figure out your academic career at SU, what classes to take, and how to get involved in the iSchool community.

iAdvising

All graduate campus students are encouraged to email iAdvising@syr.edu with any questions regarding course selection and availability, registration, graduation requirements, petitions, and program of study forms. A dedicated staff monitor the iAdvising account on a daily basis.

Studentsupport@ischoolonline

All graduate online students are encouraged to email studentsupport@ischoolonline.syr.edu or directly with their online student success advisor with any questions regarding course selection and availability, registration, graduation requirements, petitions, and program of study forms.

Director of Career Services

Christopher Perrello guides all campus iSchool students through career development, including researching career options, job search strategies, networking, resume and cover letter development, interviewing techniques, and reviewing job offers. He also develops and delivers career and professional development programming.

Career Services Specialist

Jeffrey Fouts provides career counseling to all campus iSchool students individually or in small groups. He also creates and delivers presentations specifically designed to help iSchool students earn internships and/or jobs and helps to facilitate students’ transition out of SU through job search strategies including resume assistance, interviewing techniques, etc.

Internship Coordinator

Kathy Benjamin can answer student questions about the internship process and requirements. She is responsible for managing and processing all paperwork for internships, including CPT and OPT letters.

Director of Online Education

Vicky Williams leads efforts to integrate our online program into our existing management processes for admissions, scheduling and staffing. Her role includes strategic management of all potential forms of online education at the school – veteran/military, undergraduate, corporate cohorts, and graduate platforms including campus and online.

Part 7: Frequently Asked Questions (FAQ)

What are the requirements for my degree?

Depending if you are in the 42-credit program or fast-track, your requirements are different. You can find your requirements on the advising check sheets located at ischool.syr.edu/academics/advising/handbooks-checksheets/.

I need advising help with my courses. Who do I speak to?

There are many individuals at the iSchool who are great resources and can assist with course selection. However, we recommend all campus students start with an email to iAdvising@syr.edu. Online students should email studentsupport@ischoolonline.syr.edu to speak with their student success advisors.

I want to pursue a second master’s degree at the same time. How do I do that?

While there is no such thing as a “dual” degree at the graduate level, students can enroll in two master’s degrees concurrently. You should contact your program manager or academic advisor for information on how to apply.

When and how can I apply for a C.A.S.?

Students are strongly encouraged to add their chosen C.A.S. in their first year of graduate study. The final deadline for students to add a C.A.S. is the financial deadline to drop a class of their final semester of study. Visit the academic calendar to view the financial deadline to drop a class at syracuse.edu/academics/calendars. For information on how to apply, please contact your program manager or academic advisor.

What kinds of financial aid are available? How and when do I apply?

Merit scholarships are available for the on-campus program only. At the graduate school level, financial aid is merit-based, not need-based. Students have the opportunity to apply each semester and should contact their program manager on how to apply.

How do I transfer credits, and how many can I transfer in?

Master’s students, if eligible, may transfer a maximum of six hours of graduate credit into the M.S.I.M. program. Coursework must be directly relevant to the degree program, have been taken within seven years of the date the student will receive the degree, must be graduate-level work, and must show a grade of B or better. Coursework coming from outside of SU requires an official transcript.
How do I reduce credits from my degree?

Many students wish to reduce the 42-credit course load due to full-time work experience. More information on credit reductions and substitutions can be found on your program’s advising check sheet.

I need help finding an internship. Who do I talk to?

The iSchool cannot guarantee a paid internship arrangement. Internships are competitive and are available nationally and sometimes internationally. If you have trouble finding an internship, it’s best to speak to our Career Services team who can work with you on different options. For a full guide on the process, requirements for the M.S.I.M. program, and FAQs, please review the M.S.I.M. Internship Guide, located on our website under “Careers.”

How do I waitlist for a class?

If a class you want to register for is full or set to Department Consent, you will need to waitlist for the course, which can be done through my.ischool.syr.edu. The iSchool’s advising staff manages and prioritizes the waitlist and will provide permission to students if they are eligible and seats are available. Campus students should email iAdvising@syr.edu for instructions on how to waitlist, and online students should email their student success advisor.

I waitlisted for class. When do I find out if I get permission to enroll?

We ask all students be patient as we prioritize our waitlist and ensure those who need to take the course will be able to register. There are a lot of factors that go into who is given permission for a course, particularly one that is required in order for a student to graduate. If a class is full, we cannot provide permissions until another student drops the course and a spot opens up, and these permissions are only provided to those students on the waitlist.

I can’t get into the class I want. What do I do?

Many courses here at the iSchool are incredibly popular and/or required among all students in all graduate programs, therefore they fill quickly at the time of registration. While we understand certain courses fill more quickly than others, we want you to know we work very hard behind the scenes to accommodate the students on these waitlists. It is important for you to remain patient and always have backup options in case you are unable to get into the class you want in a specific semester. The iSchool will work hard to open a new section of an already full class if we are able to; however, it is a long process to find an available instructor who can teach the course, and it would likely be scheduled for a different day and time. If the iSchool is able to add a new section, the waitlist is prioritized and permissions are given to students who need the course in order to graduate on time. Students cannot audit a class if it is closed and they are not registered for it.

I’m taking a class in the summer. How do I get housing and a meal plan while I am here?

Many students who do not live on or near campus take a class in the summer and need to make housing and meal plan arrangements while they are here. Students can do this by filling out a Limited Residency Summer Housing Application on MySlice. The residence hall in which you would stay varies each year, and many do not have air conditioning. If you do not have access to the Limited Stay Housing Application, contact housingmealplans.syr.edu. In addition, if you need parking, you can also apply for a Limited Residency Parking Pass through Parking Services at parking.syr.edu.

What paperwork is required for graduation?

iSchool students need to complete two major steps in order to graduate and have their degree certified. First, you need to file a Diploma Request on MySlice. Second, you need to fill out a Program of Study Form. Campus students can submit this form to iAdvising@syr.edu. Online students can submit this form to their online student success advisor.

What happens if I take a semester off from school?

Many students take a leave of absence due to illness or personal issues. Campus students should contact iAdvising@syr.edu, and online students can contact their online student success advisor for more information.

I have concerns about a class. Who do I speak to?

Any student who has issues with a class, whether it be with the course content, the instructor, or just a feeling that they are falling behind, should first speak to their instructor to see if anything can be worked out. It is recommended students have this conversation as soon as possible. If you reach out to the instructor and feel no changes or progress have been made, you should email your academic advisor, program manager, and program director.