WCU Graduate Program Director Handbook

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SECTION I: INTRODUCTION

On behalf of both the University and the Graduate School, thank you for your willingness to serve as a graduate program director. Taken from a variety of sources, the information in this manual provides an overview of the issues you will face as program director. The most important resources for you will be your fellow program directors, your department head, your academic dean, the graduate catalog, the Graduate School web page, and the Graduate School staff.

Please do not hesitate to contact the Graduate School with any questions or comments. A complete "Who to Call List" is available online at gradstaff.wcu.edu.

Graduate School Vision

To serve as a model unit of support, service, and stewardship of excellence in graduate education to meet the intellectual, academic, and vocational needs of students in the region and beyond.

Graduate School Core Values

- Support and uphold academic and research excellence
- Assure and support consistent integrity and best practices in all graduate programs, graduate student experiences, and Graduate School policies
- Collaborate with all university academic and support units
- Advocate for the value of high-quality graduate education to the university and region
- Maintain a strong customer-service ethic with all faculty, staff, and prospective, current, and former students
- Maintain efficient and responsive business operations

Graduate School Mission

To provide leadership, resources, and support for academically rigorous graduate study.

Graduate School Web Page

The Graduate School web site (grad.wcu.edu) contains information of importance to graduate program directors and graduate students. The site includes information about Graduate Programs, Admissions (Application and Supplemental Materials), the Graduate Student Association, the Graduate Catalog, the Graduate Council, Current News and Events, Financial Aid and Expenses, Scholarships, Fellowships, and Housing. In addition, most of the forms used by the Graduate School are also available on the web at Graduate Faculty and Staff (https://www.wcu.edu/apply/graduate-school/resources-faculty-staff/index.aspx).

Program directors should regularly review material on the site related to their programs and contact the Graduate School if updates are necessary.

Graduate School Catalog

The Graduate School catalog is available online at catalog.wcu.edu. Make sure to select "CURRENT GRADUATE CATALOG" from the menu. Past graduate and undergraduate catalogs are archived here. The catalog outlines all Graduate School policies and procedures. Graduate students operate under the catalog in effect when they were admitted. The Graduate School staff updates the catalog annually. Please contact the Graduate School if you have changes or comments about the catalog.

Most catalog changes (admissions standards, course descriptions, curricula, etc.) must be made via the university curriculum or policy review and approval process through Curriculog.

SECTION II: GRADUATE PROGRAM DIRECTOR JOB DESCRIPTION

For a complete description of Academic Program Director Guidelines, see Academic Procedures and Regulations (APR) 1 available at the Office of the Provost (https://intranet.wcu.edu/academicaffairs/AA%20Academic%20Procedures%20and%20Regulations/Forms/Regulation.aspx).

Roles and Responsibilities of a Graduate Program Director*

*For purposes of this document, 'Graduate Program Director' also includes those individuals designated as "Graduate Program Coordinator."

Faculty members who are Graduate Program Directors have responsibility for the coordination and oversight of a graduate degree program for a 12-month period. Although the Department Head and Dean may identify a variety of responsibilities for Program Directors, typical responsibilities include:

Program Leadership. The Graduate Program Director is responsible for providing overall leadership for the graduate program and students, which may include: conducting periodic meetings of faculty to discuss programmatic issues; ensuring the flow of critical information between the department, school/college, Graduate School, and all program faculty; managing enrollment including recruiting, facilitating application review and admission, student advising, and graduation processing.

Curriculum Oversight. The Graduate Program Director should guide the graduate curriculum in consultation with the program's graduate faculty and Department Head. This may include modifications to the curriculum, which may include: submission of course/program modifications via Curriculog, course sequencing, and development and maintenance of the program's curriculum guide and advising materials.

Recruitment. The Graduate Program Director is responsible for program recruitment and public relations strategies and activities, in conjunction with graduate faculty and, where appropriate, the Graduate School.

Program Planning & Evaluation. The Graduate Program Director is responsible for all program planning and evaluation activities, which may include: coordinating program goals and strategies from the department strategic plan, developing and revising graduate program learning outcomes, and assessing graduate student performance in achieving these program learning outcomes.

Admissions. The Graduate Program Director is responsible for admissions decisions, which includes managing Apply Yourself (AY) prospects, applications, and serving as a liaison with the Graduate School in admissions processing and procedures; maintaining current and correct Graduate Catalog information regarding admissions requirements via Curriculog.

Outreach. The Graduate Program Director is responsible for representing the graduate program's interests in both internal and external endeavors, which may include: coordinating program advisory boards; serving as a liaison between the program and other campus constituencies; and participating in community events in which the program is represented.

Qualifications and Work Load of Program Directors:

Ideally, a Graduate Program Director should be a tenured faculty member with the rank of Associate Professor or Professor in the content area with a record of teaching graduate courses. It is recommended that untenured faculty who serve as Graduate Program Director, clarify with their departments the extent to which Graduate Program Director duties count toward tenure and promotion as well as their faculty work load. Departments are encouraged to delineate the weight of Graduate Program Director duties in their DCRD or in written agreements with the Graduate Program Director. Prior to the appointment of an untenured Graduate Program Director, the Department Head must receive written approval from the college Dean in consultation with the Dean of the Graduate School.

Compensation for Graduate Program Directors:

Graduate Program Directors should receive compensation appropriate to their work load and considering their directorial duties. When the program size and duties are sufficient to support it, work load redistribution should be considered. Because of the nature of graduate studies, admissions, advising, and graduation, program responsibilities carry through the summer term. Therefore, Graduate Program Directors with a 9-month contract should be compensated appropriately for their work and responsibilities through the summer term. Graduate Program Director compensation will be determined by the Department Head with the approval of the college Dean.

Graduate Program Director Compensation Options:

The following represent some possible compensatory means that might be included in a written agreement between the Graduate Program Director and Department Head or Academic Dean.

- Work load redistribution (teaching load and/or service reduction – not a reduction in scholarly activity).
- Salary increase for the duration of service
- Stipend (summer or academic year)
- Designated administrative support
- Travel and professional development funding
- Other rewards that appropriately compensate Graduate Program duties

Supervision and Authority of Department Head:

Generally, the Graduate Program Director's department head supervises and evaluates the position of the Graduate Program Director. Program directors should be mindful of the authority granted to the Department Heads by the Faculty Handbook and other University policies; actions of the Program Director such as curriculum assessment, graduate assistantship requests, curriculum changes/proposal, etc. should be submitted through the Department Head.

The Department Head should consult with the departmental faculty and Graduate School Dean annually to conduct an evaluation of the Graduate Program Director's performance of responsibilities. The Graduate School will provide an annual data summary to the Program Director and Department Head to utilize when evaluating the Program Director. This will include the number of prospects to the program, the number of applications to the program, the current enrollment of the program, and the number of consultations with Graduate School staff and leaders. These evaluations can be incorporated into the Program Director's AFE and shared with the College Dean. In addition, the release time and compensation for each Program Director should be reviewed annually by the Department Head or Dean as appropriate.

Term of Service:

Graduate Program Directors serve at the will of the Department Head or Dean as appropriate. Graduate Program Directors ideally should serve for a minimum of three years.

SECTION III: GRADUATE PROGRAM DIRECTOR SPECIFIC DUTIES

The list below provides many of the day-to-day activities of a WCU graduate program director.

- Serve as liaison between graduate program and the Graduate School
- Work in tandem with the Graduate School to recruit students
- Use the Apply Yourself (AY) prospect and recruitment modules for recruitment and admissions
  - Create/review program automated responses for AY prospect and admit communication
  - Answer inquiries from prospective students
  - Initially review applications and, when appropriate, convene the admission committee within the college/school or department
  - Provide timely recommendations for accepting, denying, or wait listing applicants; in most cases, applications should not be held longer than seven days
  - Review application status reports and follow up with possible phone calls to applicants when appropriate
- Oversee advising of graduate students
- Keep file for each student in departmental office as necessary—e.g., documentation on student internships, assistantships, or other materials needed to administer the program
- Work with the Graduate School and Registrar's Office to maintain a current curriculum and accurate degree audits consistent with the curriculum documented in the Graduate Catalog
- Prepare and approve forms for transfer credit when appropriate
- Review and approve forms for substitutions to the degree program when appropriate
- Review and approve preparation of curriculum changes
- Review program material in the Graduate Catalog and online
- Oversee and approve preparation of tuition remission and scholarship forms
- Oversee thesis/disquisition defense and comprehensive exam procedures
- Attend graduate program director meetings held by the Graduate School
- Facilitate scholarship requests that come from the Graduate School
- Communicate with Graduate Council representatives about issues facing graduate students
- Along with department head, manage graduate assistantship allocations for program
- Conduct annual review and evaluation of graduate assistants
- Approve students' thesis/disquisition committees, in consultation with the department head

Graduate Student Advising

One of the most important functions of the graduate program director is advising. Although a student's advisor provides most of the advising, the graduate program director is often involved in the process, particularly during the early stages of their graduate education where a faculty advisor has not been selected. The graduate program director also maintains graduate student records as needed and facilitates student registration.

<h1 style="text-align:center">SECTION IV: GRADUATE ADMISSIONS</h1>

Application Procedures

For a more detailed explanation of the Apply Yourself admissions system, see Appendix A: Apply Yourself Application Module.

1. The Graduate School processes all applications for graduate school: collecting the application, application fee, transcripts, test scores, letters of recommendation, and any supplemental materials.
2. GPD (and, if appropriate, the program's admissions committee) reviews the materials and recommends admission (or waitlist or denial) to the Graduate School.
   a. Admission is based upon the GPD recommendation, verification of receipt of required materials, and verification of meeting required university and programs standards.
3. The Graduate School sends the applicant an official admission or denial letter with the student's identification number (92 number), advisor name, orientation information, and other newly admitted student information.
   a. Although program directors are encouraged to correspond with students during the application process, they should not make offers of admission without approval of the Graduate School.

Admissions Categories

Persons applying for admission to the Graduate School, if accepted, may be admitted in one of several categories as described below:

Regular Admission

Students with a complete application file, who meet the established requirements for admission to the Graduate School and their degree programs, are granted Regular Admission. To qualify for Regular Admission, a student must have earned an overall grade point average of 3.0 on a 4.0 scale for the last 60 hours of undergraduate work, or a 2.85 on a 4.0 scale cumulatively. An applicant with a graduate degree does not have to meet the undergraduate grade point average requirement.

- Complete Application File
- Meets all requirements
- May be assigned specific co-requisite courses, depending upon prior degrees and background

Conditional Admission

Some graduate programs allow promising students to take courses for one semester while they are completing their application file. To gain Conditional Admission, the applicant must provide evidence of holding a bachelor's degree by submitting with his or her application a transcript from a regionally accredited institution. By the end of the semester, the student who wishes to continue taking graduate courses must complete his/her application file. Once the file is complete, the student must be awarded Regular Admission or be denied admission.

- Incomplete Application File (i.e. missing test score, a letter of recommendation, or final transcript)
- One semester limit
- *Should be used rarely*
- Is permanently dismissed and may not reapply if conditions are not met

Non-Degree Admission

Some programs allow students who wish to take one or more graduate courses for self-improvement, teacher licensure, or exploration of graduate degree program offerings to be granted Non-Degree Admission. Such students must show evidence that they hold a bachelor's degree by submitting an unofficial transcript from a regionally accredited institution.

Persons granted non-degree status who later decide to work toward a degree must petition for Regular Admission. Non-Degree students may request to become degree students by submitting an application with all the documents required by the program they wish to enter. Students should be aware that work completed in a special or non-degree status does not necessarily imply acceptance into a degree program.

Non-Degree students may not request transfer of credit from another institution. See Transfer Credit Policy for information about transferring credit from another institution to WCU.

Monitoring Conditionally-Admitted Students

Program directors should monitor students who have been conditionally admitted to their program. The Graduate School will also monitor these students and send reports to program directors. All conditions for admission should be completed by the end of the first semester (Fall or Spring) the student attends WCU. Students who do not meet conditions will not be allowed to continue. A Graduate School hold will be placed on the record of students who do not meet conditions.

Residency Requirements and Change of Residency

Initial residency determinations are made by RDS (North Carolina Residency Determination Service) based upon information the student provides at the time of application. To qualify for in-state residency, a student must be a legal resident of North Carolina; i.e., must have maintained a permanent place of residence in the state at least one year prior to the submission of the application for admission. Students who are active military or dependents of active military personnel stationed in North Carolina are given special consideration for in-state residency. North Carolina residents who do not yet meet the 12-month residency requirement but who are full-time North Carolina public school teachers or full-time UNC system employees may qualify for a waiver of nonresident tuition.

Any student who has been initially classified as an out-of-state student for tuition purposes can petition for in-state residency through RDS (https://ncresidency.cfnc.org/residencyInfo/) after the 12-month requirement has been met. More information about residency for determining tuition, including policies, FAQ's, and the classification manual, can be found on the Registrar's website, registrar.wcu.edu.

Special Student Categories

Transient
Students enrolled at other regionally accredited graduate schools may be admitted temporarily to take a limited number of graduate courses to transfer to their respective institutions.

Undergraduates
Undergraduate students participating in approved accelerated bachelor master (ABM) programs may enroll in a limited number of approved graduate classes as seniors. Otherwise, undergraduate students may not enroll in graduate-level courses for either undergraduate or graduate credit.

International Students
International students are granted Regular, Non-Degree, or Transient admission to the Graduate School as appropriate in each case. Western Carolina University is authorized under Federal law to enroll non-immigrant students.

International Student Admission

Students enrolling in a graduate program at WCU whose native language is not English are required to pass the TOEFL examination. In addition, international students must complete application files several months prior to the enrollment term.

International transcripts must also be evaluated by an approved *transcript evaluation service. International students will not be permitted to register for courses until the Graduate School receives an official transcript evaluation.*

- The Graduate School requires a transcript evaluation verifying that the applicant has received a degree equivalent to a Baccalaureate degree from an accredited institution (a degree-level evaluation).
- For admissions or transfer credit, programs may require evaluations that verify/evaluate specific courses (course-level evaluation).
- Acceptable agencies for evaluation services are listed online at: https://www.wcu.edu/WebFiles/WordDocs/ACCEPTABLE-EVALUATION-AGENCIES-FOR-FOREIGN-TRANSCRIPTSv2.doc7.docx.

GPDs and international students should work closely with the Office of International Programs and Services.

SECTION V: POLICIES AND REGULATIONS RELATED TO PROGRAM DIRECTORS

For a complete description of all policies and regulations related to graduate education at WCU, see the current Graduate Catalog (catalog.wcu.edu).

Registration

It is a student's responsibility to register for classes. Students must be admitted to the Graduate School and, in most cases, meet with an advisor from their program prior to registration. Students use their student identification number (92 number) and password to login to the myWCU system to register.

- The Graduate School cannot register students for courses.
- Problems with the myWCU login should be directed to the Information Technology Help Desk.
- Other problems with registration should be directed to the OneStop or the Registrar's Office.

Degree Time Limits

Work to be applied toward any master, specialist, or doctoral degree must be completed within six years immediately preceding the completion of requirements for the degree. Graduate credits to be accepted in transfer must have been earned within the six-year period.

Extension of time limits will only be granted based on compelling reasons or circumstances. Extensions must have the approval of the student's advisor, the head of the department of the student's program, and the Dean of Graduate School and Research. Requests must be submitted in writing detailing the reasons for and circumstances surrounding the request. The request must also detail any remaining degree requirements and a timeline for completion. The Dean of Graduate School may establish conditions for any approved extension.

Continuous Registration

Students who will continue to use university resources in completing their degrees must enroll in and pay tuition and fees for at least one hour of continuous enrollment. This course will be charged at the rate consistent with the student's residency status. These hours will not count toward the degree and will carry a different course number than those thesis courses that are included within the hours designated for the degree. Students who will not use university resources should apply to the Graduate School for a leave of absence. Students choosing this option must file a formal petition for a leave of absence that states that they will not use university resources during the leave period.

> *Students must be registered for at least one class in the semester preceding their graduation. One hour of continuous enrollment will satisfy this requirement if all other required coursework, thesis, non-thesis comprehensive examination, etc. are already completed.*

Stop Out / Leave of Absence

Any student who has not yet registered for a given term, and who needs to take time off from school without losing catalog rights or registration eligibility, can either take a "Stop Out" (for one to two terms of leave) or a "Leave of Absence" (for three terms of leave).

Students may take one or two terms of leave called a "Stop Out" without declaring a leave of absence with the Office of the Registrar. Students are eligible to register the following semester. A Leave of Absence may be granted upon request to those who are eligible to register for a term but have not yet done so. They can be taken for up to one full year (three terms). Note that students requesting a Leave of Absence will be required to reapply online and pay the fees to be reinstated (see table below).

Programs vary in the flexibility they offer students for completion. In some programs, readmission after discontinuing enrollment may be virtually guaranteed, but in others readmission may be virtually impossible. Students should be encouraged to consult with their programs to understand what conditions they will face for readmission.

Readmission

Before interrupting enrollment, students should become familiar with potential ramifications that an absence in enrollment may have in terms of their ability to return or to complete a specific program of study. Any graduate student, who takes a Leave of Absence and is inactive for three or more consecutive terms, including summer, must reapply online at grad.wcu.edu and pay the reapplication fee to be considered for reinstatement as an active student. This policy impacts all programs, even those that do not require continuous summer enrollment. All time limits apply for course work taken, and the student is subject to the catalog term in effect at the time of readmission unless a catalog change is approved by the Program Director and the Dean of the Graduate School.

Fall	Spring	Summer	Fall	Spring	Summer	Fall
Enrolled	Not Enrolled	Not Enrolled	Not Enrolled	Reapply		
	Enrolled	Not Enrolled	Not Enrolled	Not Enrolled	Reapply	
		Enrolled	Not Enrolled	Not Enrolled	Not Enrolled	Reapply

Once a student misses three consecutive terms, the UNC system requires an application for readmission be submitted to verify eligibility and criminal history (if reported). No student will be permitted to register after missing three consecutive terms without going through the readmission process.

Students whose enrollment is terminated for academic reasons should consult the description of the procedures outlined in the "Academic Dismissal Policy" section of the Graduate Catalog.

Any graduate of a WCU graduate degree program who wishes to pursue additional graduate course work or another graduate degree at WCU must apply to the Graduate School for that program or course work. After submission of the application, the applicant may request a refund of the application fee by contacting the Graduate School via email at grad@wcu.edu.

Application/Admission Deferral

The Graduate School allows deferral, conditional on program approval, of an application/admission for up to one year past the original start term. Deferral requests must be submitted in writing to the Graduate School. Many considerations are involved, so applicants considering deferral are encouraged to contact the Graduate School as soon as possible.

Withdrawals During Term

A student may find it necessary or advisable to withdraw from one or more courses during a term. In some cases, he/she may find it necessary to withdraw from the university.

Course Withdrawal. After consultation with the academic adviser and the instructor of the course, a student may withdraw from any course prior to the expiration of one-half of the term and receive a "W". Students withdraw from a course through myWCU. Course withdrawals do not count toward the credit hours required for full-time enrollment.

After one-half of a term, but prior to the fourteenth week of the semester (or before the last two class days of summer sessions), a "W" will be assigned only for written verifiable mental health, medical, legal, or administrative reasons. In order to obtain a "W", the student must first consult with the course instructor, who may elect to support or withhold support for the student's request. If the instructor supports in writing the student's request, the student must receive written verifiable support from Western Carolina University Health Services' staff, Counseling and

Psychological Services' staff, an official court of law, or a college dean, as appropriate. Approvals by the course instructor, the head of the department offering the course, and the student's adviser, must be obtained no later than the last day of the thirteenth week of the semester. No "W"s will be assigned after the last day of the thirteenth week of a semester, or during the last two class days of a summer session. In extenuating circumstances, or if the student's request is not approved by any university party involved, the student can appeal through the Academic Appeal Procedure within thirty-five days after the end of final exams.

University Withdrawal. To withdraw from the university (i.e. cease to attend all courses), a student must complete an online withdrawal form in myWCU.

If an emergency prevents a student from completing the withdrawal process before leaving the campus, the student should call, write, or arrange for a relative to contact the Advising Center at 828-227-7753.

Any time a student is forced to withdraw from the university during a term for mental health, medical, legal, or administrative reasons which are verified in writing, a grade of W will be assigned in all courses in which the student is registered. If a student withdraws from the university for other than mental health, medical, legal, or administrative reasons after one-half of the total class time has elapsed, an F, W, I, or IP grade will be assigned by the instructor according to the following guidelines:

A W grade will be assigned if the student is passing or if the student's progress has not been evaluated.

An I or IP grade will be assigned if the instructor agrees that there is a reasonable prospect that the work can be made up and agrees to allow the student to do so.

> *I and IP grades must be replaced with a final grade by the instructor prior to the last day of classes (NOT the last day of finals week) of the next regular semester (fall/spring), at which time all remaining I and IP grades automatically roll to Fs.*

An F grade will be assigned if the student is failing.

Current policies and procedures pertaining to grades, indebtedness, and refunds apply on withdrawal from the university. A student who withdraws from the university either during or at the end of a term for any reason is responsible for clearing any indebtedness to Residential Living, bookstore, financial aid office, controller's office, library, university police department, academic departments, health services etc.

Psychological/Mental Health University Withdrawal and Readmission. If a student obtains a psychological or mental health withdrawal, readmission to Western Carolina University is contingent on review by Counseling and Psychological Services to ensure that recommended services can be obtained. These students will not be allowed to preregister or register for future classes until they have met the criteria outlined at the time of withdrawal.

> *Graduate assistants may be required to pay back salary distributed should they withdraw during the term of their assistantships.*

Incompletes

At the discretion of the instructor, a student may be given a grade of incomplete when the work in the course has not been completed *for reasons beyond the control of the student*.

All incomplete grades must be removed prior to the last day of classes (NOT the last day of finals week) of the next regular semester (fall/spring).

Comprehensive Examinations

Results of comprehensive examinations should be reported to the Graduate School indicating that the student passed via the Request for Student Record Changes Form on the Graduate Faculty & Staff web page at https://wcu.az1.qualtrics.com/jfe/form/SV_eqEGBq4EOK3ACSV. Completion of comprehensive exams should also be indicated on a program's graduation check sheet.

Thesis/Dissertation/Disquisition Defense

The student must submit a draft final copy of his/her thesis to the Graduate School for approval. After the defense, the GPD notifies the Graduate School of the results. Resources for submitting, approving, and/or managing theses, dissertations, and disquisitions can be found at gradthesis.wcu.edu, including applicable deadlines and a link to ProQuest.

Non-thesis Defense

Programs requiring an oral examination have students register for a course. The instructor of record reports a grade to document this requirement has been satisfied.

Transfer Credit

Transfer credit refers to any credit transferred to WCU from another institution.

Policies regarding transfer credit vary according to the graduate program. Based on the sliding scale below (total number of hours in the graduate program) graduate students may transfer in hours (with a grade of B or better) with approval of the Program Director.

> 30-39 hours (up to 6 hours)
> 40-49 hours (up to 9 hours)
> 50+ hours (up to 12 hours)

Depending on the graduate program, students may transfer 6 to 12 semester hours of graduate credit earned with grades of B or better. Students should consult with the academic advisor to determine the specific number of transfer hours allowed in a program. Up to 9 hours (with a 6-year time limit) may be counted in meeting the requirements in two different graduate programs and degree programs.

Requests for transfer of credit already earned are made as soon as is feasible when the student is accepted into degree status. Forms for the transfer of credit are available from the Graduate School at (https://www.wcu.edu/WebFiles/PDFs/GS-TransferCredit-Enabled-Rev-3-17.pdf). Courses accepted for transfer credit must (l) be appropriate to the student's program and be approved by the student's advisor, (2) be completed within the 6-year limit for course work applicable toward the degree, (3) have earned a minimum grade of B, and (4) have been offered by a regionally accredited institution for graduate credit. Transfer credit must be approved as part of a program of study at WCU; non-degree students may not request transfer of credit. (A non-degree student who subsequently applies for and is accepted into a WCU graduate degree program may request transfer of relevant graduate credits earned elsewhere, subject to the ordinary grade requirements and 6-year time limit).

Graduate students who have been admitted to Graduate School may enroll at other regionally accredited graduate-level institutions for coursework which is applicable to their programs provided they have obtained advance permission (pre-approval) from their advisor(s) and the dean of Graduate School and Research. Such coursework cannot result in exceeding the applicable maximum for transfer credit in the student's program. Students should note that while courses may be transferred into a degree program, grades earned at other institutions are not transferred, and therefore do not count toward a student's GPA. Have students submit a completed Transfer of Credit Form (link found above). If transfer credit is pre-approved by the Graduate School, the form will be held by the Graduate School and processed once transcripts are received documenting course completion with a minimum grade of B.

Academic Honesty Policy and Procedures

Western Carolina University, as a community of scholarship, is also a community of honor. Faculty, staff, administrators, and students work together to achieve the highest standards of honesty and integrity. Academic dishonesty is a serious offense at WCU because it threatens the quality of scholarship and defrauds those who depend on knowledge and integrity. These policies are taken from the WCU Code of Student Conduct at (https://www.wcu.edu/WebFiles/PDFs/CodeOfStudentConduct.pdf). Academic dishonesty includes:

A. Cheating: using or attempting to use unauthorized materials, information, or study aids in any academic exercise.
B. Fabrication: falsification or invention of information or citation in an academic exercise.
C. Plagiarism: representing the words or ideas of someone else as one's own in an academic exercise.
D. Facilitation of academic dishonesty: helping or attempting to help someone else to commit an act of academic dishonesty, such as allowing another to copy information during an examination or other academic exercise.

The procedures for cases involving allegations of academic dishonesty are:

1. Instructors have the right to determine the appropriate sanction or sanctions for academic dishonesty within their courses up to and including a final grade of "F" in the course. Within 5 calendar days of discovery of the event the instructor will inform his/her department head and the Associate Dean of the Graduate School (when the student is a graduate student) in writing of the academic dishonesty charge and sanction.
2. The department head or graduate program director will meet with the student to inform him/her orally and in writing of the charge and the sanction imposed by the instructor within 10 calendar days of written notice from the instructor. Prior to this meeting, the department head will contact the Office of Student Judicial Affairs to establish if the student has any record of a prior academic dishonesty offense. If there is a record of a prior academic dishonesty offense, the matter must be referred directly to the Office of Student Judicial Affairs. In instances where a program does not have a department head or graduate program director, the dean or associate dean of the college will assume the duties of department head for cases of academic dishonesty.
3. If the case is a first offense, the student can choose to accept the charge and sanction from the instructor by signing a Mutual Agreement with the department head or graduate program director, or to have a hearing with the Academic Integrity Board. Within 10 calendar days of the meeting with the student, the department head or graduate program director will (1) report the student's choice of action in writing to the Office of Student Judicial Affairs, (2) file a copy of the Mutual Agreement (when applicable) with the Office of Judicial Affairs, and (3) inform the student of the sanction or sanctions to be imposed under the Mutual Agreement or inform the student of the procedure for requesting a hearing with the Academic Integrity Board if the Mutual Agreement is not accepted. Mutual Agreements are final agreements not subject to further review or appeal.
4. In instances of second offenses, or when the student chooses a hearing, the Office of Student Judicial Affairs will meet with the student to provide an orientation to the hearing process and to schedule a date no less than 10 and no more than 15 calendar days from the meeting for the hearing. The student can waive minimum notice of a hearing; however, extensions are at the sole discretion of the Office of Student Judicial Affairs. Should the student choose not to attend his/her orientation meeting, a hearing date will be assigned to the student.
5. The hearing procedures will follow the same format as stated in the Code of Student Conduct (Article XVI). The hearing body (Academic Integrity Board) will consist of two graduate students from the Student Judicial Affairs Student Hearing Board and three full graduate faculty members. The faculty fellow for academic integrity will be one of the faculty members and will serve as the chair. The other two faculty members will be chosen by the Director of Student Judicial Affairs from a pool of eight faculty hearing officers. Each academic year, each college dean will appoint two faculty members from the college to comprise the pool of eight faculty hearing officers. Hearings will be held in a student's absence when a student fails to attend the hearing for any reason. The hearing body may impose any sanctions as outlined in Article VIII. of the Code of Student Conduct. Students given a sanction of probation for academic dishonesty will remain on probation at Western Carolina University until graduation.
6. Following a decision from the Academic Integrity Board, the Office of Judicial Affairs will inform the student of the sanction or sanctions to be imposed upon them and of their right to file an appeal with the Graduate Appeals Committee. The appeal is limited to those rules and procedures expressly mentioned in the

Code of Student Conduct (Article XVII) and is limited to the existing record. If the student does not file an appeal with the Graduate Appeals Committee within five calendar days, the sanction or sanctions from the Academic Integrity Board will be imposed. The decision of the Graduate Appeals Committee may be appealed to the Provost. Any decision of the Provost may be appealed to the Chancellor.

7. Upon final resolution of a case involving suspension or expulsion, the Director of Student Judicial Affairs will inform the appropriate dean, department head, and the administrator in the One Stop Office who is responsible for University Withdrawals of the sanction.
8. A student may remain enrolled pending the outcome of the appeal.

An act of academic dishonesty, including a first offense, may place the student in jeopardy of suspension from the university. A repeated violation or more serious first offense may result in expulsion. Disciplinary records for any act of academic dishonesty are retained by the Department of Student Judicial Affairs for at least five years from the date of final adjudication. These records are available to prospective employers and other educational institutions in accordance with federal regulations.

Academic Appeal Procedure

Students who feel they have been treated unjustly by an instructor in any matter pertaining to academic work should appeal by taking the following steps:

1. Appeal verbally to the instructor. An appeal concerning a final grade must be made within 30 calendar days after the end of final exams.
2. If the matter is not resolved satisfactorily, appeal verbally to the instructor's department head within 7 calendar days of the instructor's denial of the appeal.
3. If the matter is not resolved satisfactorily by the department head, the student can appeal in writing to the Associate Dean of the Graduate School. If the appeal involves a grade, a written appeal must be received in the Graduate School within 7 calendar days of the final conference with the department head. Within 30 days of receipt of the written appeal, the Graduate School Associate Dean convenes the Graduate Appeals Committee (comprised of two graduate faculty and one graduate student). This committee hears the student appeal, and makes a recommendation to the graduate dean, who rules on the student appeal. A student may remain enrolled pending the outcome of the appeal.
4. If the matter still cannot be resolved satisfactorily, the student may appeal to the provost within 7 days of the adverse decision of the committee, and finally to the chancellor within 7 days of the adverse decision by the provost.

Graduation Procedures and Requirements

The student completes the online application for graduation in myWCU. Instructions on reviewing degree audits are provided at registrar.wcu.edu. Graduate students should apply for graduation in the semester prior to his/her expected graduation, after they have registered for classes for the final semester. If the student's degree audit is blue with the courses registered for in the last term, and if the student completes those requirements, the Registrar's Office will provide positive checkout notices to the student.

SECTION VI: GRADUATE FACULTY STATUS

When faculty/instructors are hired, Graduate Faculty Status is determined based upon the recommendation of the department head (DH) and the AA-21 credentials review approving a faculty member/instructor to teach graduate level courses. Review is based upon the AFE / TPR / PTR process and cycle.

Appointment to Graduate Faculty Status

Nominations for graduate faculty membership are initiated by academic departments through the appropriate dean, reviewed and recommended by the Graduate School, including the Graduate Council and Dean of the Graduate School, and approved by the Provost.

Faculty categories defined in section 4.11 of the WCU Faculty Handbook:

Full Graduate Faculty status:

Qualifications: These faculty must possess all of the following qualifications as well as satisfy any additional criteria specified in the departmental collegial review document of the graduate program's home department:

- Full-time faculty status in a department that supports a graduate program;
- Highest earned degree in the teaching discipline or a related discipline or evidence of alternative qualifications as indicated by the AA-21 Alternative Qualifications Justification Form;
- Evidence of engagement in graduate education and research;
- Evidence that the faculty member is current in the discipline; and
- Evidence of effective teaching and mentoring at the graduate level.

Rights of Membership: Full Graduate Faculty may:

- Direct a masters or doctoral committee, such as a thesis or dissertation;
- Serve on a master's or doctoral committee;
- Teach courses at the 500-level or above;
- Supervise graduate research, independent studies, internships, field studies, or practica.

Affiliate Graduate Faculty status:

Qualifications: These individuals must possess the following qualifications:

- Evidence of engagement in graduate education or research; and
- Evidence that the individual is current in the discipline; and
- Demonstration of appropriate professional credentials and/or expertise;
- Full-time or part-time faculty status at WCU or at another regionally accredited university; or
- Professional experience appropriate to support a specified graduate program.

Rights of Membership: Affiliate Graduate Faculty may:

- Serve on a master's or doctoral committee;
- Can teach master's and specialist program courses at the 500- or 600-level for the next two consecutive years;
- Can teach post-master's and doctoral program courses at the 700- or 800- level for the next two consecutive years;
- Supervise graduate research, independent studies, internships, field studies, or practica.

For non-Western Carolina University faculty, Affiliate Graduate Faculty Status appointments are limited to two years from the time of initial appointment.

SECTION VII: GRADUATE ASSISTANTSHIPS AND FINANCIAL ASSISTANCE

Graduate Assistantship Overview

Teaching, research, and professional development assistantships are available to a limited number of well-qualified graduate students. Students should contact their program director regarding assistantship opportunities. Consideration for possible appointment to an assistantship will be given after a decision has been made concerning admission to graduate study. Stipends vary based on a 10 to 20 hour per week work assignment.

Eligibility

In order to qualify for a graduate assistantship, a graduate student must be admitted as Regular Admission.

> *Students receiving assistantships in the fall and spring semesters must be registered for at least 9 graduate credit hours (6 hours is allowed during thesis/final semester).*

> *Undergraduate hours do not count toward required hours for assistantship.*

> *Students with a graduate assistantship in the summer session do not have to be registered for graduate coursework in the summer as long as they are making adequate progress toward their degree and are registered for the fall semester.*

> *Initial appointments must be accompanied by enrollment (i.e. a student admitted for the fall semester cannot begin an assistantship until the fall semester; if the student is admitted for the summer session, then the student must be enrolled in at least 3 graduate hours during the session the assistantship begins).*

Continuation of the appointment depends upon satisfactory performance of duties and upon satisfactory academic achievement (3.0 GPA on all graduate coursework attempted).

Graduate Assistantship Allocations

In February, the Dean of the Graduate School will send an e-mail regarding graduate assistantship allocations to the college deans. A copy of the e-mail will also go to department heads and program directors. The e-mail will include the following information:

- Previous year GA assignments and dollar allocations by program and college.
- Recommended graduate assistantship dollar allocations for next year by program and college based upon the prior year GA dollar allocations. Final dollar allocations will be approved by the college deans in consultation with department heads and program directors.
- Deadlines for GA contracts to be received by the Graduate School.

Based upon this feedback from the colleges, assistantships are allocated to colleges by the Graduate School. The colleges then distribute assistantships.

Continuing Student Graduate Assistantships

A continuing student is defined as a student currently enrolled in a graduate program at WCU. Graduate assistant contracts for continuing students are due to the Graduate School by April 15. All required paperwork should be submitted with the AA15.

New Student Graduate Assistantships

A new student is defined as a student who has never been enrolled in a graduate program at WCU. Graduate assistant contracts for new students are due to the Graduate School by June 1. All required paperwork should be submitted with the AA15. Students are required to complete the I-9 paperwork in person before beginning employment.

SECTION VIII: COST SHARING/FINANCIAL SUPPORT FROM THE GRADUATE SCHOOL FOR PROGRAM RECRUITING, MARKETING, ETC.

Overview

A portion of graduate application fees is available to be returned to the programs. Provided the program will advance at least one-half the cost, the graduate school will support expenses for recruiting, marketing, professional enhancement, etc.

Process

If your program can benefit from enhanced promotion or marketing, present a proposal outlining the expenses you would like cost-shared, and suggesting the likely benefits to your program, the community, and/or the university. The graduate school will provide an answer to these requests on a monthly cycle throughout the school year. The form to request these funds can be found here: (http://www.wcu.edu/WebFiles/WordDocs/recruitingapp.docx).

Examples

Conference or job-fair attendance, brochures, advertising, etc. You want to design an activity, promotional media, or process, to improve total enrollment and/or diversity, improve the number and/or diversity of applications received, improve the academic quality of students in your program, etc.

SECTION IX: GRADUATE STUDENT PLACEMENT & PROFESSIONAL DEVELOPMENT

Overview

Your program's placement record and reputation with employers is one of you most valuable assets. Successful graduates help recruit subsequent generations of students.

Internships and Practica

Some graduate programs require internships, practica, or clinical rotations. In some programs, these may not be required but can be accepted as electives. Some professional licensures or certifications require internships or practica—and in these programs, total enrollment may be limited by the ability to identify a sufficient number of acceptable internships and/or practica.

For programs which accept them for academic credit, identifying internships or practica is essential to support healthy enrollment. This may seem obvious for programs where they are required, but in addition, internship placements are often a valuable means for recruiting students. The fact that a program can place its students in a range of desirable internships, practica, or clinical rotations suggests a similar level of high achievement in placement after graduation. Both placements are extremely valuable talking points in recruiting prospective graduate students.

GPDs should directly contact employers which may provide internships, practica, and/or clinical rotations. Some programs supervise internships and practica directly while others rely on the Office of Cooperative Education.

Your Alumni, Their Employers, and Their Networks

Your program's alumni are ambassadors for your program. You should call on them to assist you on advisory boards and in performing curriculum review. The greater their involvement, the greater the program's external validity.

Employers who have hired our alumni should be receptive to hiring more, and GSDs and other graduate faculty should cultivate relationships with key individuals in those organizations. These individuals should be encouraged to give guest lectures in graduate classes, host field trips, serve on standing or ad hoc advisory bodies, advise on the professional currency of the curriculum, and last but not least, continue hiring our graduates.

# APPENDIX A: APP REVIEW (AR) SYSTEM FOR PROGRAM DIRECTORS

Log in to AR

1. Go to https://ar.applyyourself.com/
2. Log in information
   - School = wcu-grad
   - User Id = your Outlook User Id
   - Password
     - If you have trouble logging in, use the "Forgot Username" or "Forgot Password" links
     - You will periodically be asked to reset your password when you log in to AR

Select Applicants

1. To view all applicants assigned to you, select the "View All" option in the top right of the screen .
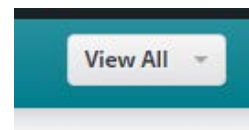
2. The default setting is "To Review." This tab shows applications that are ready for review. If you would like to view applications you have already completed, select the "Reviewed" tab.
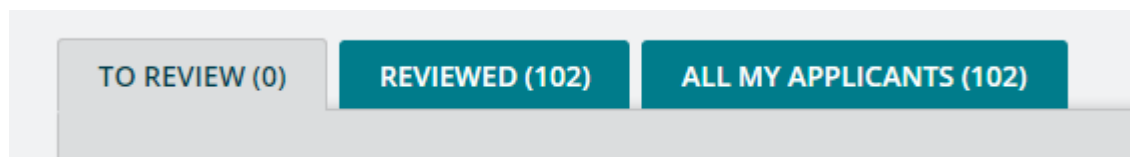
3. Select the hyperlinked name of the applicant to open the application/review sheet.

4. The application/review sheet is divided into three sections. The upper left section is the quick view—showing the basic information. The lower left section provides links to sections of the application. The right section is
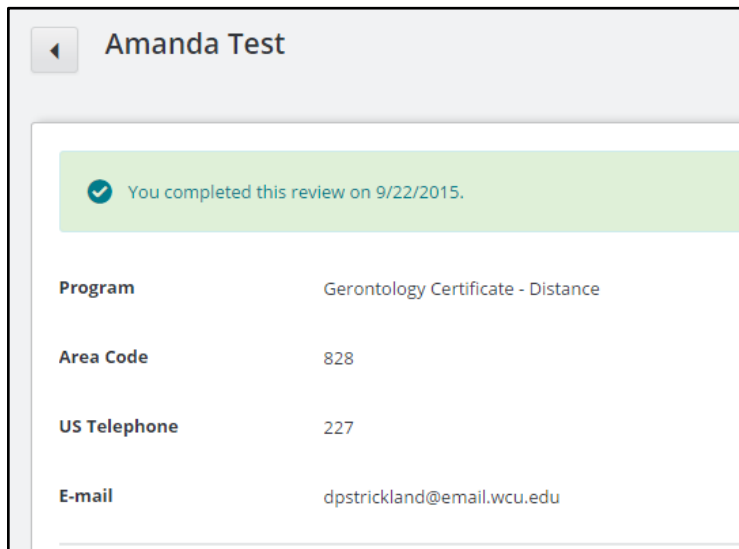
the review section. Each of these sections can be customized to show more or less information. Please contact the Graduate School for more information.
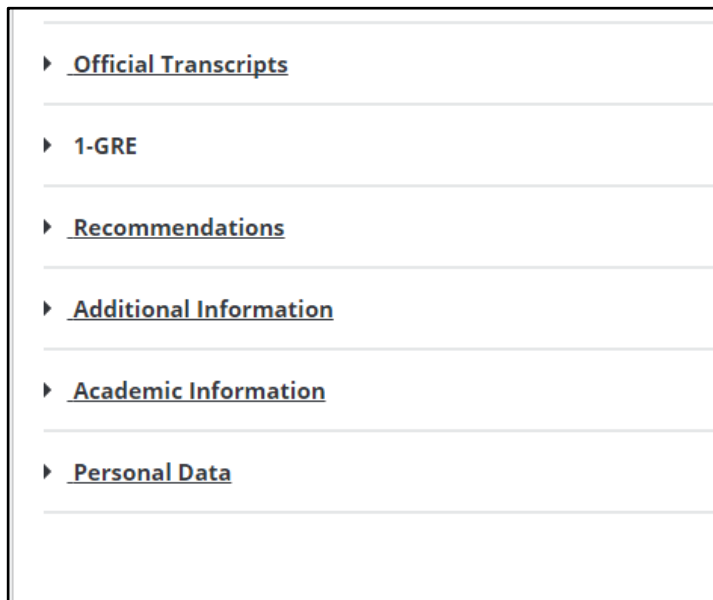
Figure 1: Quick View (Upper Left)

Figure 2: Links to Application Sections (Lower Left)

Click on any of the links to view the corresponding section of the application and the uploaded documents for that section.

Figure 3: Program Review Section (Right Side Panel)

Comments

Comments entered in the "Additional Comments" field of the Reviews section are available for export after the decision is saved. These comments are also available for other committee members. Comments entered in the "Internal Comments" field will be forwarded to the Graduate School. "My Notes" tab is an additional comment area that can be set to "Private" if desired.

Viewing Committee Comments/Decisions

Click the "View all reviews" link near the top right of the page to view other committee members' comments and decisions.

Committee Member Decisions
1. Enter desired comments in the "Additional Comments" field
2. Select the decision from the "Your Recommendation" dropdown
3. Select "Save & Submit" button at the bottom of the form

Entering the Primary Decision (Program Director)
1. Enter any comments for the Graduate School in the "Internal Comments" field
2. Enter any text you would like to appear in the decision letters
3. Select any desired or required conditions
4. Enter the advisor name(s). The Program Director will be assigned as the primary advisor if the advisor field is left blank.
5. Enter the response deadline (if applicable)
6. Enter the final decision

7. Select "Save & Submit"

Additional Tips
The following tips may be useful.

Batch Decisions in AppReview:
You have the option of entering batch decisions in AppReview. This is very helpful for programs with a large volume of applications, making deny and waitlist decisions go by much faster, leaving more time to decide on those you want to accept. To access this feature, you must be viewing a single "batch" of applicants. Select a batch from the
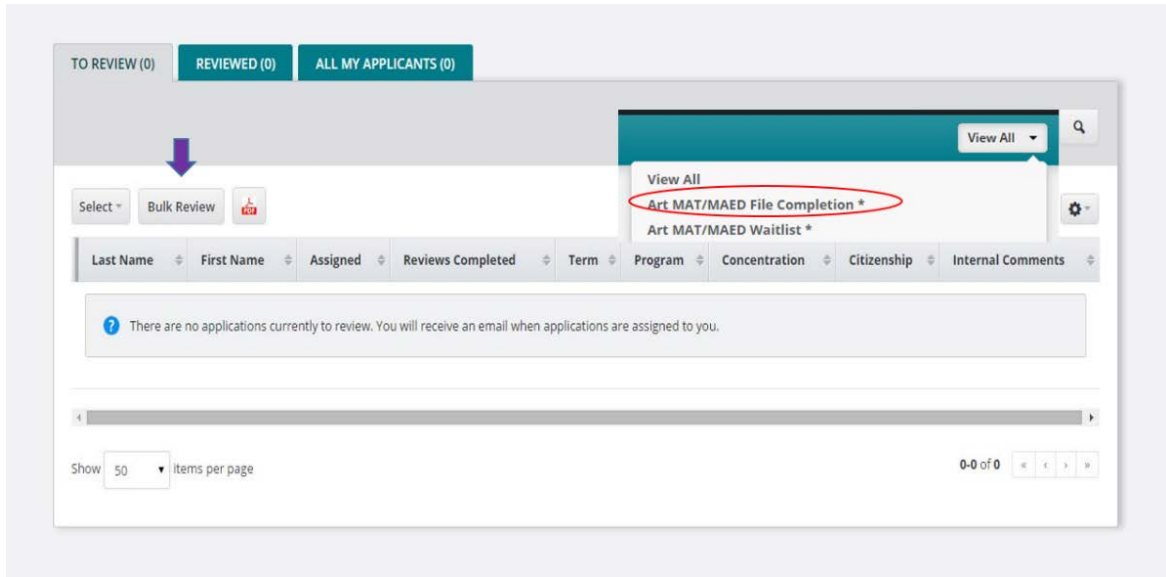
dropdown in the top right corner of the main screen.

- Select the names of applicants with like decisions then choose "Bulk Review." This will take you to a review sheet which. The chosen decision will be entered for all selected applicants.

View PDF Application in AppReview:
You can view the full application in AppReview. It is easily accessible in two places: the reviewer inbox, and the individual review sheet. In both cases, the button is indicated with a red and white Adobe PDF icon.
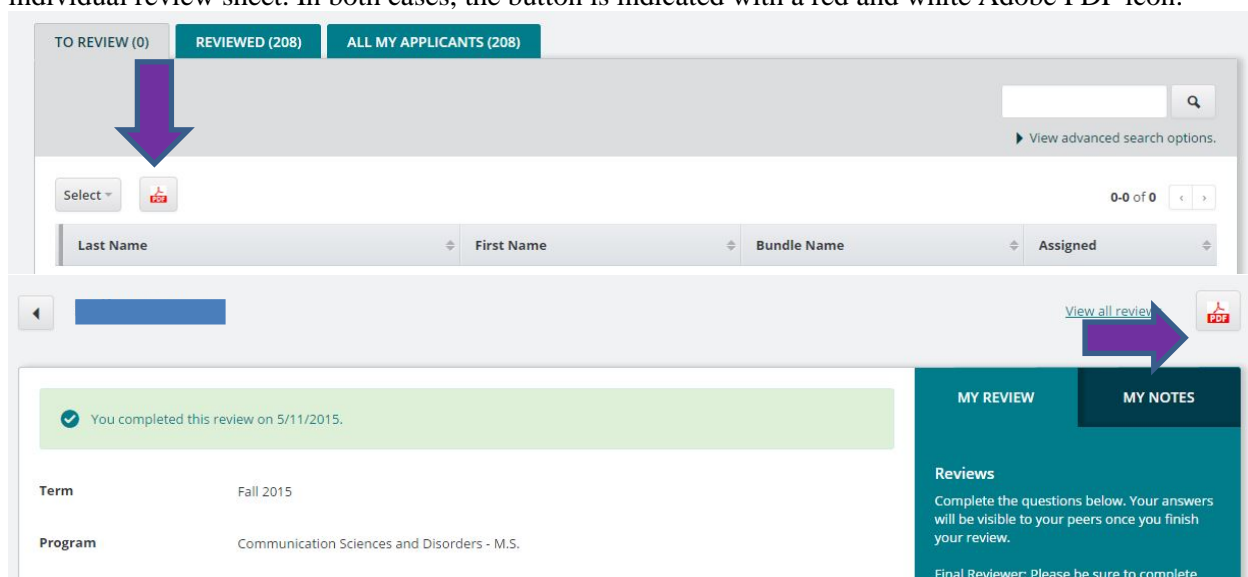
Exports from AppReview:

Reviewer exports from AppReview allow committees to see other reviewers' notes on an application, as well as key information from the application. This is especially helpful for programs with a high volume of applications and/or a large review committee.

Applicant	Applicant	Recomme	1-GRE/Tot	Banner/G	Banner/H	Reviewer	Reviewer Additional Comments 1	Reviewer	Head Revi	Head Reviewer Additional Comments	Head Reviewer Notes
Applicatic	Practice		300	2.6	BA-2010	Marcia	This is a strong applicant with great test scores, GPA, and recommendations.		Julia	I think this applicant is well-suited to our program.	
Test	Test		290	2.5	BA	Marcia	Great GPA, average GRE scores		Julia	Had this student in a class. Hard worker.	
Test	Best		290	3.5	BA-2010	Marcia	Great applicant.		Julia	Excellent references. Essay is a little weak.	
Test	Amanda		320	3.67	MNP	Marcia	Marginal on test scores but highly recommended.		Julia	GPA is okay. Test scores are marginal.	Not sure this applicant is a good fit for our program

For More Information

If you would like more information or training on the AR system, please contact the Graduate School (grad@wcu.edu).

APPENDIX B: APPLY YOURSELF (AY) APPLICANT VIEWS

First-time Applicants

An applicant links to AY from the Graduate School web site and must create an account. For applicants wishing to begin a second application (changing programs, returning after stop-out), please see the note on creating a second application below.

The following steps will lead the individual into the application. If the applicant has any questions about the application, they are welcome to contact the Graduate School.

1. Locate and click an Apply Now button. These buttons can be found on almost every Graduate School web page (grad.wcu.edu).
2. Click on the "Apply online for one of our graduate degrees" link.
3. Select the "Create Account" tab.
4. Fill in the required (*) fields.
5. Click "Submit Information"

Creating a Second Application

Returning applicants often enter the information from a previous login in the default "User Login" screen. This takes them into their previous application, which cannot be updated. To begin a new application, the applicant must select the "Create Account" tab before entering information in the form. This will allow the applicant to set up a new username and password for each subsequent application.
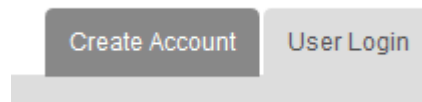
APPENDIX C: ADMISSION LETTER

The admission letter is available in Apply Yourself when the admission is complete. It contains the terms of the admission as well as a link to the [Checklist for Newly Admitted Graduate Students](). This checklist contains the "next steps" information for new students.

APPENDIX D: CHECKLIST FOR NEWLY ADMITTED STUDENTS

You must activate your WCU email account (Catamount Mail) immediately and check it regularly while enrolled.

Catamount Mail is the official communication method for university/student communications including messages concerning notifications and alerts as well as course information from instructors.

- **Contact the Student Health Services (**studenthealth.wcu.edu or 828-227-7640) **for immunization requirements.** Registration is restricted until immunization requirements are met.
- **Contact your advisor.**
  Your advisor is your primary contact for advising and registration. To locate your advisor's e-mail or phone number, go to https://www.wcu.edu/discover/contact-wcu/staff-directory.aspx
- **Review the current online Graduate catalog**.
  The Graduate catalog can be found on the graduate school web site (catalog.wcu.edu). Select CURRENT Graduate Catalog from the drop-down menu.
- **Login to My Cat.**
  My Cat allows you to register for classes, review class schedules, check grades, view financial aid information, and pay account balances. myWCU is located at myWCU.wcu.edu or from the Western Carolina University home page (www.wcu.edu).
    o Your username is your 9-digit student ID#.
    o Your password is your 2-digit birth month, 2-digit birth date, 2-digit birth year (MMDDYY).
    o If you need assistance accessing myWCU, WebCat, or your email, please contact IT Services at 866-928-7487 or itshelp@email.wcu.edu .
- **Register for Classes.**
    o Go to the Registrar's web site (registrar.wcu.edu).
    o Select "Student Registration Guide" from the menu on the left. This page provides information about how and when to register for classes.
- **Access your WCU E-mail.**
  All WCU students are assigned an e-mail account (Catamount Mail). To access your Catamount Mail:
    o Login to My Cat and click on "Catamount Mail."
    o The first part of your WCU e-mail address is your username.
    o Your initial password is your My Cat password.
    o **IMPORTANT**: Catamount Mail is the official communication method for university/student communications including messages concerning notifications and alerts as well as course information from instructors. **You must activate your WCU email account (Catamount Mail) immediately and check it regularly while enrolled.**
- **Obtain a CatCard.**
  Obtain a WCU identification card (CatCard) by mailing or emailing (CatCard@wcu.edu) a recent photo of yourself (no hats or sunglasses) with your name, WCU student ID number, and date of birth.
    o Digital photos should be submitted in JPEG or Bitmap format.
    o Distance/online students are not required to obtain a CatCard, but some University services (including checking materials out of Hunter library) require a CatCard.
    o CatCard Office, 225 Brown Hall, Western Carolina University, Cullowhee, NC 28723; phone: 828-227-7003; Fax 828-227-7600
- **Obtain a Parking Permit.**
  Vehicle registration for the WCU Cullowhee campus is available at the Parking Services Office (828-227-7275). Students taking courses at the WCU instructional site at Biltmore Park in Asheville should contact WCU Programs in Asheville (828-251-6642).

- **Purchase your Textbooks.**
  The Cullowhee bookstore is located on Norton Road behind the University Center on main campus. Students may also purchase textbooks online at books.wcu.edu . Contact the bookstore regarding hours and availability at 866-272-4102. For specific information regarding textbook availability at the WCU instructional site in Asheville, please call WCU Programs in Asheville (828-251-6642)

Other Information and Contacts:

- WCU Graduate School: grad@wcu.edu; 828-227-7398 or 800-369-9854
- WCU Programs in Asheville – Asheville Office: 828-251-6642
- Educational Outreach (distance and military students): 828-227-7397
- Disability Services: www.wcu.edu/disabilities
  WCU is committed to equality of educational opportunities for qualified students with disabilities.

APPENDIX E: HOBSONS CONNECT CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM

Overview

On May 14, 2014, WCU Graduate School implemented Hobsons Connect CRM. Connect provides Graduate School and Graduate Programs the tool to needed to communicate and manage the graduate school prospects and applicants. The Graduate School solely administers the Connect platform and has constructed the system to accommodate all Graduate School programs with sharing information about WCU, WCU Graduate School and graduate programs with prospects and applicants.

Connect offers a wide variety of features to assist with recruitment such as reports, email distributions, email campaigns, areas of automation and a personalized VIP web portal for prospects and applicants. Hobsons Connect will always be included in the semester-based Program Directors Workshops for assistance. One on One support and training of Connect is offered by Graduate School, on a case by case basis.

All WCU Staff and Faculty members must have access to Connect to be able to utilize the services. Please look over the sections below to learn more about Hobsons Connect and how it can assist your program with prospect and applicant management.

Access and Training

- HOBSONS CONNECT ACCESS
  - Access can be obtained by accessing the online request form located at https://wcu.az1.qualtrics.com/jfe/form/SV_5b9lPRjKUZlUmJn
  - Access request must be approved by the department head by providing the department heads WCUID in the access request form.
- TRAINING
  - Connect training can be facilitated several ways
    - Request access to the Hobsons Training site located at https://cdtraining10.askadmissions.net/Vip/
    - Contact Graduate School to request one on one training at x7398

Prospect Management

- PROSPECT LETTERS
  - All programs are required to have a prospect letter email template represented in Connect.
    - Contact Graduate School to obtain a copy of the current prospect letter
    - Remember to inform others of the prospect letter in the event of attrition with Program Directors
    - Remember to not put email content in the prospect letters that require recurring updates, such as specific dates, various telephone number, or various email addresses that are subject to change due to attrition.
    - Prospect letters need to be reviewed annually for accuracy

  - PROSPECT INQUIRY FORM
    - Each time a prospect completes the Graduate School Inquiry form located at https://wcugrad.askadmissions.net/emtinterestpage.aspx?ip=graduateschool2ndinquiry, the prospect is sent the program prospect letter the following day, along with an email from the Dean.
    - The Interest Page (inquiry form) also establishes access for the prospect to their personalized VIP page. Access for the prospect can be obtained by going to http://gradvip.wcu.edu.

- o PROSPECT VIP PAGE
  - ▪ The VIP Page provides the prospect and/or applicant several features outlined below
    - • Web portal content specific to the interest topics chosen on the Interest page
    - • Various web portal alerts specific to program deadlines, and status on the processing for the submitted application
    - • Dynamic application checklist informing the applicant of the items completed or not completed on the ApplyYourself application.
    - • Various web links for easy access to ApplyYourself, myWCU, Blackboard and other helpful sites.
    - • Social Media links to the Graduate School Social Media accounts
    - • Social Media links to program social media accounts.
    - • Area to update the email address on file within the Connect CRM.

- o PROSPECT REPORTS
  - ▪ Prospect reports are delivered the following day a prospect expresses interest in a graduate program from the Connect Interest page. If there have not been any inquires for any given program, a prospect report will not be delivered. If you have questions about the content of the report, please contact Graduate School.
  - ▪ You can also download a prospect report from the report module of Connect. You will need access to Connect. Click on the reports tab and select "Manage" and then "prospects". It will provide you with the number of prospects and links to the personal information of prospects for your program since the launch of Hobsons Connect on May 15, 2014.

- o PROSPECT EMAIL CAMPAIGNS
  - ▪ The Graduate School will facilitate an email campaign to your listing of prospects for your program. Submit an Excel Spreadsheet with the following information within the columns
    - • First Name
    - • Last Name
    - • Email Address
    - • Program Name
    - • NOTE: You can only associate one program per prospect.
  - ▪ For additional information about establishing a prospect-based email campaign, contact the Graduate School.

Application Management

- o ADMISSIONS REPORTS
  - ▪ The Graduate School will customize an admissions report specific to your in-process and submitted applicants.
  - ▪ Reports are delivered via email with an Excel attachment on a recurring basis set by the Program Director
  - ▪ Contact the Graduate School to subscribe to an admissions report.
- o EVENTS / INTERVIEW RSVP MANAGEMENT
  - ▪ The Graduate School can assist your department with the management of your events and/or applicant interviews.
    - • Automated emails to attendees in the following areas
      - o Invite to event or interview
      - o Registration Confirmation

- o Thank you for attending
- o Reminders to register
- o Reminders to attend

Important Links

- o Graduate School Interest Page - https://wcugrad.askadmissions.net/emtinterestpage.aspx?ip=graduateschool2ndinquiry
  - The "Request More Information" icons are located on http://grad.wcu.edu and also on each Graduate School Programs Landing page.
  - Example link - http://www.wcu.edu/academics/wcu-graduate-school/graduate-degree-programs/communication-sciences-disorders-graduate-degree.asp
  - QR Code – Place on your printed communications to send prospects to the Graduate School Interest page.

- o VIP Page Login Site – http://gradvip.wcu.edu
- o Connect / ApplyYourself Single Sign On - https://wcugrad.askadmissions.net/admin/Account/Login
- o Hobsons Technical Support and User forums - https://hobsons.force.com/compass/SignIn
- o Hobsons Training - https://cdtraining10.askadmissions.net/Vip/

TO REQUEST ASSISTANCE WITH HOBSONS CONNECT, CONTACT THE GRADUATE SCHOOL TO REQUEST GRADUATE SCHOOL AND RESEARCH TECHNICAL SUPPORT CONTACT YOU.