Student Handbook

2022-23

TABLE OF CONTENTS

Required for publication*

WELCOME

THE SPS STUDENT EXPERIENCE

STUDENT EXPECTATIONS, RIGHTS & RESPONSIBILITIES

ACADEMIC PROGRAMS AND COURSE INFORMATION

ACADEMIC POLICIES AND INFORMATION

Satisfactory Academic Progress
> Academic Probation/Suspension, Satisfactory Academic Progress for Financial Aid, SAP Appeals, Reinstatement of Aid Eligibility, Continuous Enrollment, Course Repeat, Readmission

Academic Progress Committee

Degree/Certificate Completion and Conferrals

Library Services and Database Access

Student Complaints*

ADMISSION, REGISTRATION & FINANCIAL SERVICES

Admission
> Admissions Policy*, Definitions*, Declaration and Intent Timing, Deferral Policy, English Proficiency, Visa Information, Readmission, Staff Contact

Registration
> Add/Drop, Transfer Credit/Course Substitutions*, Course Waivers, Withdrawals, Transcripts, Name and Address Changes, Program Transfer

Financial Services and Financial Aid
> Account/Financial Responsibility, Billing and Tuition Deadlines, Cost of Tuition*, Full-Time Status, Minimum Hours Required, Deposits, Payment Options, Returned Checks/Rejected Payments, Third Party Payment/Sponsored Billing, Past Due Balances, Refunds/Reimbursement Policy*, Refund Schedule, Processing and Disbursement of Refunds, University Refund Disruption Policy, Student Loans and Financial Aid*, Tax Form for Credit Courses, Veterans Educational Benefits, Other Financial Resources, Staff Contact*

NON-CREDIT PROGRAMS

UNIVERSITY POLICIES

Sex-Based Discrimination and Sexual Misconduct (Title IX)

Accommodations and Accessibility (including Service Animals)

The Family Educational Rights and Privacy Act (FERPA)

Student Visas

Clery*

Immunization Policy

TECHNOLOGY

Acceptable Use of Resources

User Account and Password Information

Email
Audio/Video Recording Policy
Hardware Requirements
Help Desk
Wireless Network
Software
LMS Information
Malware Protections
Data Management Best Practices
Resources

FACILITIES

Charlotte Center
> DeaconOne Card, Parking, Furniture, Alcohol Use, Smoking, Building Maintenance and Emergencies, Inclement Weather Information

Reynolda Campus
> Campus Map, Events, University Policy, University Shuttles

APPENDIX

SPS Course Catalog

This Student Handbook outlines university and school policies, procedures, resources, and services for students in Wake Forest University's School of Professional Studies. Information in this handbook may be updated annually and more frequently as needed, and accuracy of the information is not guaranteed. The University and the School of Professional Studies reserves the right to modify policy or procedure referred to in this handbook without prior notice. The handbook is not and should not be regarded as a contract between the University, the School, and any individual.

If you have questions or need guidance during your time with us or have suggestions for additions or edits to the handbook, please submit them to the Director of Student Services.

Required for publication*

WELCOME TO THE SCHOOL OF PROFESSIONAL STUDIES

Message from the Dean

My teammates and I are delighted that you have chosen Wake Forest University as your academic home. Our team is committed to your success. We recognize the multiple demands on your time emanating from the dynamic marketplace and your busy lives, and we are here to support you as you pursue enriching and rewarding learning experiences at our School.

To support your professional growth, we have designed a student experience that aims to empower you to gain critical knowledge, abilities and skills that will contribute to your future success as an impactful and ethical leader. Our team is committed to providing the support you will need by adhering to our five values: student focus; continual improvement; equity, inclusiveness and diversity; ethics and transparency; and collaboration with community.

Consistent with the above values, we have prepared this handbook to help you gain an understanding of the expectations for all members of our learning community and the support that we provide to them. This handbook covers several areas, including student responsibilities, degree and certificate requirements, academic services, appropriate use of technology, and the full spectrum of our student services. To provide the most up to date information, the handbook will be reviewed annually and when information is updated, you will be notified.

I trust you will find our community to be inclusive and supportive, and wish you the very best as you pursue your program of study at the School of Professional Studies.

Sincerely,
Charles Iacovou, Ph.D.
Dean, School of Professional Studies &
Vice Provost of Charlotte Programs
Wake Forest University

About Wake Forest University

Wake Forest is a university dedicated to the pursuit of excellence in the liberal arts and in graduate and professional education. A private liberal arts university, Wake Forest was founded in 1834. Our motto, *Pro Humanitate* (For Humanity), is a calling to use our knowledge, talents and compassion to better the lives of others. It's an opportunity to leave the world better than we found it. Read more about [the institution, its mission and purpose, and its history](#).

About the School of Professional Studies

Unprecedented times such as these call for a new type of leadership. That's why Wake Forest created the [School of Professional Studies (SPS)](#)—to help working professionals rise to the challenge by building the knowledge and skills while gaining the credentials needed to thrive in a fast-transforming global marketplace. At Wake Forest, you'll gain a rare and valuable blend of leadership --combining academic and practical industry expertise-- that empowers you to advance your career, your organization, and your community.

Mission - The mission of the SPS is to accelerate the professional growth of adult learners across their careers through accessible, flexible, and cutting edge educational experiences by leveraging our university's academic areas of excellence and external strategic partnerships.

Vision - The vision of SPS is to be the premier educational institution of choice for working professionals and leading organizations in Charlotte, Winston-Salem, and beyond.

In alignment with the Wake Forest University motto of Pro Humanitate, our values include a commitment to 1) being student focused in service to the learning and career needs of working professionals; 2) continual improvement that includes agility and innovation for excellence in learning and operational efficiency; 3) equity, inclusiveness, and diversity - enlarging access and valuing all members of our community; 4) ethics and transparency - leading with integrity and honor and with open communications; and 5) collaboration with community - focus on community needs to drive program development and student success, as well as on organizational partnerships essential to our success.

WF Non-Discrimination Statement

Wake Forest University is committed to diversity, inclusion, and the spirit of Pro Humanitate. In adherence with applicable laws and as provided by University policies, Wake Forest prohibits discrimination on the basis of race, color, religion, national origin, sex, age, sexual orientation, gender identity and expression, genetic information, disability and veteran status.

The following person has been designated to handle inquiries regarding the University's non-discrimination policies:

Title IX Coordinator
Section 504/ADA Coordinator
titleixcoordinator@wfu.edu
Reynolda Hall 307 Winston-Salem, NC 27106
336-758-7258

Assistant Vice President Human Resources
AskHR@wfu.edu
2958 Reynolda Road, Winston-Salem, NC 27106
(336)758-4700

Deputy Title IX Coordinators have also been designated and represent various University schools/divisions. Contact information for each Deputy Coordinator can be obtained from the University's Title IX Coordinator.

Inquiries concerning the application of anti-discrimination laws may be referred to the individuals listed above or to the Office for Civil Rights, United States Department of Education. For further information on notice of non-discrimination, visit https://ocrcas.ed.gov/contact-ocr for the address and phone number of the U. S. Department of Education office that serves your area, or call 1-800-421-3481.

THE SPS STUDENT EXPERIENCE

Note from Director of Student Services
Welcome to the School of Professional Studies! Our goal in SPS Student Services is to provide support and access to resources that enhance learning outcomes, create a community of learners, and promote student growth and persistence. I encourage you to connect with your fellow students, SPS professors and staff during your journey.

In the spirit of continuous improvement, we welcome your feedback about the information and resources provided in this handbook and those found online in your Canvas courses. Our team is here to support you and your Student Success Manager is an amazing resource who will be the guide by your side throughout your time at SPS.

Please contact our office at stuserv@wfu.edu should you have any additional questions and best of luck with your program!

Sincerely,
Loréal Maguire, D.Ed.
Director, Student Services
School of Professional Studies, Wake Forest University

Student Engagement
There are many ways to connect with Wake Forest both in and out of class, virtually and in-person with peers, the community, and the School of Professional Studies professors

and staff. We understand how challenging it can be to balance life while taking graduate coursework and will do all we can to help you succeed.

Connect with us on social media - Follow the School of Professional Studies on [LinkedIn](#), on [Facebook,](#) and on Twitter @WakeSPS. Join the [School of Professional Studies LinkedIn Community](#).

Connect with Wake Alumni via the [WakeNetwork](#) - a mobile-friendly, digital platform specifically designed by Deacs, for Deacs. Stay connected and build new relationships with fellow alumni across the globe in a wide variety of industries and professions. SPS students can use this tool to search for, network, and connect with one another (*just choose School of Professional Studies under Academic Programs*) and with WFU alumni.

Connect with peers in and across communities through the [Office of Diversity & Inclusion](#) - The Office of Diversity & Inclusion offers programs, influences policies, and elevates practices that are representative of an inclusive and equitable campus climate. Resources include:

- [R.I.D.E. Framework and Toolkit](#) - the Realizing Inclusion, Diversity, and Equity (R.I.D.E.) framework and toolkit provide a guidepost and resources for Inclusive Excellence, Practices, and Policies.
- [LGTBQ+ Center](#) - provides education, advocacy, and support to members of the Wake Forest community and is committed to fostering a safe, equitable, and inclusive experience for all students.
- [Women's Center](#) - strives to create an educational and professional environment that supports women and promotes gender equity.
- [Intercultural Center](#) - committed to enhancing the experience of domestic and international underrepresented groups by offering co-curricular programming, student support and engagement, identity development initiatives and opportunities for comprehensive learning and development.

Academic Advising and Support

Student Success Manager (SSM) - Your SSM provides academic guidance from enrollment through graduation. They will connect you to school administrators or professors as needed. You can contact your SSM by email at spsadm@wfu.edu or via phone at 1-877-523-8271. Your SSM is your first point of contact for all academic issues beyond the class.

[The Center for Learning, Access, and Student Success](#) (CLASS) - CLASS provides opportunities for all students to achieve academic success through academic coaching on topics such as time management, executive skills and strategies for test anxiety. Additionally, supports

access for all students through implementation of accommodations for disabilities that impact academic environments.

The Writing Center - The Writing Center is staffed by friendly and knowledgeable undergraduate and graduate students who act as an audience for your writing; they work by asking questions to help you discover what you want to say and determine whether you have effectively communicated it. Because everyone writes differently, the Writing Center staff tailors their help to meet each writer's needs, and will work with SPS students at any stage of the writing process, from brainstorming through final revisions. They offer a limited number of online appointments, both synchronous and asynchronous, via their online scheduling system.

Wellness and Personal Support
At the School of Professional Studies, we recognize that you are likely juggling multiple roles and priorities, like family, career, and school. We encourage you to take advantage of the variety of support services Wake Forest University offers all students. Your well-being is essential to your success in this program and beyond! Don't hesitate to reach out to SPS Student Services with any questions or requests for support.

Thrive - Wellbeing at Wake Forest - Thrive is a campus wide initiative overseen by the Office of Wellbeing that leads the campus in making wellbeing a part of every experience in the lives of our students, professors and staff.

CARE Team - The CARE Team system empowers Wake Forest University community members or other individuals to express concern regarding a fellow student, incident, or behaviors by submitting a CARE referral online. Submit a referral for any Wake Forest student, professor, or staff member, including yourself, to receive caring outreach and get connected with support. A referral initiates a review by members of the CARE Team, who seek to provide support, guidance, or other intervention to students, professors, and staff in need and connect them with appropriate campus and community resources.

SAFE Office - The SAFE Office provides confidential support and assistance to students who have experienced sexual or relationship violence, stalking, and/or sexual harassment. IMPORTANT INFORMATION FOR STUDENTS WHO MAY BE VICTIMS OF SEXUAL MISCONDUCT: If you or someone you know may have been a victim of sexual assault or any other type of sexual misconduct prohibited under this policy, you are strongly encouraged to seek immediate assistance. Assistance can be obtained 24 hours a day, 7 days a week, from 336.758.5285 or at the SAFE Office website.

LIVESafe App - The LiveSafe mobile app is free and makes it easy to engage with the Wake Forest University Police Department and the Charlotte-Mecklenburg Police Department. The app allows direct access to Charlotte 911 emergency services, voice and text communication with Wake Forest University Police, emergency location sharing, a peer-to-peer SafeWalk tool, access to emergency procedures, personal safety and crime prevention tips, and university resources.

WAKE Alert - is the University's mass notification system for communicating about situations affecting safety and security. In addition, Wake Ready offers considerable information about emergency preparedness, key University contacts and more. Wake Forest uses a mass notification software that will enable Wake Alert messages to be delivered rapidly through several communication methods such as posts to the Wake Alert website, a banner at the top of the University homepage, text messaging, e-mail, voice mail (for mobile phones), Twitter (@WakeAlert) and Facebook (Wake Alert). The University may also activate outdoor and indoor audio alert systems. Be sure to update your cell phone number to receive emergency text alerts and voice messages.

In addition to the University Police Department and the department's Victim Support Program, support services include:
- the Office of the Chaplain, which provides confidential pastoral care to victims of crime;
- the University's Title IX Office, which investigates cases of sexual misconduct and offers other support to students, professors and staff (see "how to get support" on and off campus);
- the Report Bias system to report an act or behavior motivated by the offender's bias against facets of another's identity.

Career Development Support and Skills
All SPS students have access to career tools, resources, and information through the Office of Personal & Career Development, LinkedIn Learning, and through the SPS student course in Canvas.
- *Office of Personal & Career Development (OPCD)* - The OPCD is a partner to all WFU students providing tools, resources, and information (via career coaching, events, workshops, courses, self-assessments, access to job postings via Handshake, and more).
- *LinkedIn Learning* - Available to all WFU professors, students, and staff, LinkedIn Learning has over 16,000 digital courses and video tutorials available that cover a wide range of business, creative and technical topics, from leadership "soft skills" to design principles to programming.

STUDENT EXPECTATIONS, RIGHTS & RESPONSIBILITIES

SPS Student Conduct Code and Honor Code

In alignment with our guiding principles and values, the School of Professional Studies (SPS) respects and appreciates our adult learners and expects that each student be engaged and exhibit appropriate behavior in our online and onsite courses. During the SPS Onboarding course, students in certificate and degree programs will be informed of both codes and required to sign a statement indicating they have read and agree to comply with the codes. Changes in either code will be published and distributed to students upon adoption. The following is a summary of information about both codes. For examples of both types of misconduct, details about reporting code violations, and the violation review process, please refer to SPS Student Conduct Code and SPS Honor Code policies.

The following Student Code of Conduct and Honor Code provide guidance to students for academic and non-academic conduct.

> SPS Student Code of Conduct: We believe in the Wake Forest motto of *Pro Humanitate* (for Humanity) and strive to leave the world better than we found it. We treat our fellow students, professors, and staff with respect and courtesy. We value equity, inclusiveness, and diversity and are committed to our role in providing a learning community that is safe, collaborative, and communicative.

> SPS Honor Code: We conduct our academic endeavors in an ethical and professional manner. We do our own work, credit the work of others, and provide the full truth about our work.

The Honor Code applies to alleged misconduct which occurs in academic pursuits or within the University community, while the Student Code of Conduct applies to alleged misconduct that is non-academic.

Academic Integrity

Students are expected to act with civility, honesty, and academic integrity. Academic misconduct includes a variety of behaviors such as cheating, plagiarism, altering academic documents, gaining access to materials before they are intended to be available, and helping a peer gain an unfair academic advantage. This document provides additional details about academic misconduct and violations of the SPS Honor Code.

Plagiarism is defined as use of intellectual material produced by another person without acknowledging its source. The School of Professional Studies employs Turnitin, an online plagiarism detection service that matches submitted assignments to a text-matching

database of published materials as well as student papers and assignments. Turnitin will be available to you to check your work and to professors and administrators to check if plagiarism is suspected. Additional resources about plagiarism and academic integrity are provided in student onboarding materials.

Classroom Conduct

All students are expected to behave in a professional and respectful manner in both in-person and online classes, as well as in any class or school-related gathering or meeting. Bringing your full self to the classroom is integral for not just your learning experience but for those of your classmates too. Professors have the right to enforce classroom rules and each professor may have their own set of classroom norms. Professors can also refer a student to a conduct process (such as the Student Code of Conduct) as a result of classroom conduct. Your responsibility is to be timely, prepared, and ready to contribute. Unnecessary distractions can impact not only instruction and learning, but the culture and morale of the School of Professional Studies. Students must have and use a camera and microphone when attending synchronous class meetings or group sessions unless otherwise specified by the professor.

Personal Conduct in a Team or Group Environment

Team/group cohesiveness is critical to student success. Given the importance of and frequency with which students may be asked to participate in group projects, the following policy applies:

> The School of Professional Studies, including individual faccanvulty members, may remove a student from a team or group and require that the student complete all team/group work on the student's own or in a manner deemed appropriate by the faculty member in circumstances when the School or faculty member determine that the student is disruptive and/or uncooperative and interfering with the educational process of the team or group. The faculty member may, at their discretion, also refer a student to a conduct process (such as the Student Code of Conduct) due to the student's conduct in a team or group environment.

Alcohol and Substance Abuse Policy

The School of Professional Studies professors and staff care about the overall wellbeing of its students and share the following policy not only to communicate regulations and associated consequences of violations, but also to encourage students to consider the health risks associated with the misuse of alcohol and illicit drugs (including direct, indirect, and long-term consequences, according to [the Surgeon General's website](#)).

Regulations: Outside of official university events, students in the School of Professional Studies shall not consume alcohol onsite or online during classes (see the [Facilities section](#) for specific information about onsite alcohol use and storage). SPS students should not attend or participate in online class sessions (synchronous or asynchronous) under the influence of alcohol or controlled substances.

Furthermore, the University and School of Professional Studies prohibit the unlawful: solicitation, possession, use, distribution, or facilitation of the distribution of alcohol and controlled substances by students on University and SPS properties, or as part of any University- or SPS-sponsored activity. The prohibition extends to off-campus activities officially sponsored by the University or SPS and to such activities when participation is sponsored by the University or SPS.

Alcohol and controlled substance misuse prohibited by the School of Professional Studies includes use of alcohol and/or controlled substance in association with inappropriate action including but not limited to verbal or physical abuse; property damage; failure to comply with a lawful command or directive from a University, SPS, or law enforcement official; or any behavior that violates the Student Code of Conduct.

This policy, which is in compliance with the federal Drug-Free Schools and Campuses regulations, includes the expectation that students will comply with federal, state, and local laws related to alcoholic beverages and controlled substances.

Violations: Policy violations are in accordance with the same procedures set forth in the Student Code of Conduct and may result in disciplinary consequences outlined in that code.

Resources: Students who wish to seek confidential help with alcohol or substance abuse for themselves should reference the following resources. Use of these resources is strongly encouraged.

- Office of Wellbeing (Thrive@wfu.edu or 336-758-4371) coordinates campus-wide alcohol and other drug education and prevention programs. It also oversees the:
  - [Collegiate Recovery Community](#) - a support organization for members of the WFU community in long-term recovery from addiction.
  - [Brief Alcohol Screening and Intervention for College Students (BASICS)](#) - provides individualized screening and intervention for students facing challenges with their alcohol and drug use; can also refer students in need of additional assessment or services to the appropriate level of care.
- National crisis resources:

- - Crisis Text Line (Text: 741741) to message with a trained crisis counselor
    - 988 Suicide & Crisis Lifeline (988)
- Other university services that provide support can be found in the Wellness and Personal Support section of this handbook.

ACADEMIC PROGRAMS AND COURSE INFORMATION

Degree Programs

The School of Professional Studies offers a variety of graduate programs aligned to market demand, informed by the economy, and designed to address the critical need for strategic leaders who can help businesses adapt, grow, and excel in promising new ways. Wake Forest University is accredited by The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). See Appendix for SPS Course Catalog.

The Master of Digital Marketing (MDM) is a 30-credit hour program that requires nine three-credit core courses and one three-credit elective for a total of ten (10) courses. The curriculum reflects an integrated view of digital marketing and represents an early-to-market program addressed by relatively few programs at this time. Students in this program will learn how to apply foundational concepts in digital marketing through the exploration of digital marketing strategies, research methods, user behavior, and the legal and ethical landscape of digital marketing. Students will also acquire and apply skills related to search engine technology for organic and paid digital approaches, understand available digital tools, and examine the interaction of traditional and digital marketing. Students will also obtain and refine the skills to write compelling stories that are informed by the effective interpretation of data, design thinking concepts, and user-centered solutions, creating stories that are highly ranked by search engines.

The Master of Project Management (MPM) is a 30-credit hour program that has eight three-credit core courses and two three-credit electives for a total of ten (10) courses. The curriculum reflects an integrated view of project management (PM) that combines leadership development and state-of-the-art technical knowledge with a strong practical focus. This combination is distinctive because existing project management programs tend to focus on technical skill development without sufficient regard to leadership skill development.

The Master of Financial Technology and Analytics (MFTA) is a 30-credit hour program that has nine three-credit core courses and one three-credit elective for a total of ten (10) courses.

The program is intended both for career enhancers and changers in banking, investments, insurance and other segments of the broader financial services sector and for those with financial roles in other sectors. The program prepares students for a rapidly changing landscape. Courses will cover an array of topics, including the digitization of financial operations, managing risk, navigating compliance, cryptocurrency, and improving financial and business strategy. The program will also highlight the importance of corporate social responsibility in the context of digital transformation.

The Master of Health Informatics (MHI) is a 30-credit hour program that has nine three-credit core courses and one three-credit elective for a total of ten (10) courses. The proposed program aims to deliver a holistic health informatics curriculum that will enable graduates to improve healthcare services and patient outcomes in their communities. The program is especially distinctive in its emphasis on the ways analytics can reduce health disparities and improve equity. In most courses, students will explore how data and technology can build opportunities for all individuals to have a fair and just opportunity for good health, with components including design and modeling of database applications, healthcare quality and safety, population health, regulatory controls, privacy and security, and emerging technologies.

Certificate Programs

The School of Professional Studies (SPS) utilizes sub-groups of master's program courses to create focused, cohesive sets of graduate certificate offerings for students who may find a skills-based focus or topical approach to the discipline better fits their needs and interests. These 9-credit hour certificates (each with three 3-credit courses) are stackable toward a full master's graduate degree. When three certificates within a given program have been completed (which is 9 courses without overlap in the electives chosen), students need only to complete the capstone or project course to receive the graduate degree (if all other graduation requirements are met). Current certificate offerings include:

Project Management Certificates
- Certificate in Project Management Fundamentals
- Certificate in Project Management Leadership
- Certificate in Advanced Agile Leadership

Student Workload

In alignment with the Carnegie Student Hour (which is 50 minutes), students should expect to spend approximately 19 Carnegie Hours per week for 7.5 weeks in a 3-credit-hour course (total of 135 Carnegie student hours). The Carnegie Student Hour is a time-based reference for measuring educational attainment used by American universities and colleges; the Student Hour, derived from the Carnegie Unit, assesses collegiate attainment.

Credits

The School of Professional Studies offers credit-based programs (graduate certificates and graduate degrees) and non-credit courses/programs. All credit-based courses associated with graduate certificates and graduate degrees in the School of Professional Studies count as 3 credits.

Course Timing/Sequencing/Prerequisites

It is the responsibility of the student to become familiar with course offerings, sequencing, and any prerequisites or other requirements. It is advised that students meet with their Student Success Manager to map out a plan of study that meets their unique needs. Students are responsible for understanding the maximum time of completion for their specific area of study.

Program Length - Master's Degrees and Certificate Programs

Master's Degree Programs (30 credit hours) should be completed within three (3) years from the initial date of enrollment of a required course. Certificate Programs (9 credit hours) should be completed within one (1) year from the initial date of enrollment of a required course. If a student chooses to stack all three (3) Certificates on the path to a Master's degree, all of the Master's degree required courses must be completed in six (6) years unless otherwise approved by the Academic Director.

Time to Degree/Certificate

Students enrolled in a Master's Degree Program (30 credit hours) have a total of six (6) years to complete the coursework required to earn the degree. Students enrolled in a Certificate Program (9 credit hours) have a total of two (2) years to complete the coursework required to earn the certificate.

Course Information

Course Access - Students will have access to an online onboarding course within the LMS (Canvas) one month prior to the course start date and are encouraged to complete the required onboarding prior to accessing courses. Students can access online courses one week prior to the course start date.

Course Engagement and Contributions - SPS offers in-person courses, as well as both synchronous and asynchronous online sessions. Due to the interactive nature of our programs, it is the expectation that students attend required sessions, participate in course activities, and complete and submit all coursework and assignments by the stated deadlines from professors or as noted in the course syllabus. Attendance in an online course is defined as regular weekly completion of course assignments. Students registered

for non-credit courses are expected to attend and participate in adherence to professor expectations to earn the related certificate of completion.

Communication Expectations - All course communication will occur within the Canvas LMS. The professor may be contacted through the course email system, by asking a question on the "Ask the Professor" discussion board, or by setting up an appointment for virtual office hours using the Zoom video conferencing platform. Students can contact peers through Canvas.

If you need support for Canvas or course technology, contact our 24/7 WFU-dedicated support line at 833.383.5792 or use the [Canvas Support Live Chat](). Use your WFU email account (or forward to your regular email) and check it regularly (preferable every day) for updates or time-sensitive information or course adjustments. The professor will use the Announcement feature in Canvas. Be sure to allow notifications to your email from Canvas to keep up with timely information in the course.

Group Discussions - Students will participate in asynchronous discussion boards and synchronous, professor-led discussions.
- Discussion Boards - Communicating with fellow students and your professor via a discussion board is a great opportunity for in-class engagement. Timely participation is encouraged when posting/replying in a discussion board. Check course syllabus requirements as to discussion board participation guidelines/specifications.
- Live Group Discussions - SPS will offer weekly live professor-led discussions that will be optional for students. These ungraded sessions will be recorded and made available to those unable to attend. These online, synchronous (live) sessions are intended to provide opportunities for robust discussion, Q&A, and peer-to-peer interaction. Professors may answer questions about course content and about assignments in the current module. They may also provide supplemental material to expand students' understanding of concepts covered in the module.

Textbooks and Course Materials - To provide timely access to required textbooks and course materials, the student's SSM will provide a list of required books and associated ISBNs to enrolled students up to six weeks before the start of their courses. Required textbooks and course materials will also be listed in the course syllabus. Materials can be purchased through [the online bookstore](). Students may purchase books online at that store or at the retailer of their choosing and can choose print or online versions as available.

Students may not post, publish, sell, or otherwise publicly distribute course materials without the written permission of the course professor including posting to Course Hero

and other material sharing sites.. Such materials include, but are not limited to, the following: lecture notes/slides, video, or audio recordings, assignments, problem sets, examinations, other students' work, your personal work, and answer keys.

Course and Class Cancellations - The School of Professional Studies reserves the right to cancel a course due to any reason, including low enrollment. Students will be informed as soon as possible and be refunded 100% of tuition. Class cancellations may also occur due to inclement weather, professor illness, or any other reason; adjustments to tuition will not be made due to class cancellations.

Grading Policy and Scale

Assignments will generally be graded within one week. Some assignments will be graded using a rubric available to the student along with the assignment. Rubrics and other assignment instructions will outline expectations and points awarded for performance.

Percent	Grade
94 - 100	A
90 - < 94	A-
87 - < 90	B+
83 - < 87	B
80 - < 83	B-
77 - < 80	C+
70 - < 77	C
< 70	F

Additional Grading Policies

Pass/Fail - There are no Pass/Fail grades in the School of Professional Studies.

Grade Concerns/Appeals - If a student has a grievance concerning a grade, they should communicate directly with the professor. Should the student and professor be unable to resolve the conflict, the student, if unsatisfied, may appeal to the appropriate Academic Director who will study the matter, work with the parties, and reach a final resolution. If the Academic Director is also the professor of record, the appeal will go directly to the Dean.

Incompletes (I) - When a student has failed to fulfill course requirements, due to illness or other reasons acceptable to the professor, the professor may: (a) submit a grade for the course based on other evidence they consider sufficient, and (b) report to the Director of Student Services that the student's work is incomplete. The temporary grade of Incomplete ("I") is a device that affords students with good cause (as determined by the professor) the opportunity to complete the requirements for a course. The "I" will not be assigned where the student's failure to satisfy course requirements is the result of unexcused behavior. In the absence of extenuating circumstances specific to a student, a professor is not to use the grade of "I" as a placeholder for unreported grades. A student who receives a grade of "I" in a semester length course must, in order to have the grade removed and changed to a final grade, complete all required coursework prior to the end of the following semester. A student who receives an "I" in a mini (7.5-week course) must complete all required coursework no later than the end of the following mini.

An "I" which has not been removed by the end of the following semester or half semester, as applicable, will become a failing grade (F) unless the student petitions the Academic Progress Committee, through the Director of Student Services, for an extension of the time to complete required coursework. In the petition, the student must establish that there are valid reasons for the extension request. The petition must be approved by the professor prior to the petition being sent to the Academic Progress Committee. The petition must be submitted prior to the deadline for receiving a failing grade.

Withdrawn (WD) - The grade of Withdrawn ("WD") is assigned to a course in which a student is enrolled but withdraws from their course up through the Wednesday of the fifth week of the course (the latter is the 60% point of the mini or the 7.5 week course). If a student withdraws from the course past this point, the student will receive a WF.

ACADEMIC POLICIES AND INFORMATION
Academic Calendar and **University Holidays**
To meet the needs of the adult learner, the School of Professional Studies offers full three (3) credit courses in a 7.5 week period - a mini - which comprises half of a full semester. Two minis are offered per semester year-round. Each mini is made up of 7-8 modules (an online learning lesson or unit*)*.

Satisfactory Academic Progress
A student's academic progress is considered satisfactory when a student maintains the minimum grade point average required for their program, completes at least 67% of total attempted credits, and is on track for completion of their program within the maximum time frame. A student who does not achieve satisfactory academic performance in a particular semester may be subject to academic probation, suspension, or dismissal.

Each professor determines their own grading guidelines and expectations for satisfactory performance or grades, including how attendance and participation is evaluated. This information can be found in the course syllabus. All grades of C or higher are considered passing grades and satisfy course completion for graduate certificate and degree programs. Grades of F will be given for failing work.

The Student Success Manager (SSM) consistently monitors student grades and course engagement, working with a student if there is a lack of participation or a drop in course grades. SSMs also alert the Director of Student Services when a student is not actively engaging in a course and/or if the student's grades are of concern.

If a student is not actively engaging in the course (i.e., not logging in, not submitting assignments, not participating in synchronous sessions or watching recordings of sessions, etc.), the Student Success Manager (SSM) will contact the student to discuss the concern, and offer potential remediation recommendations and/or support services for the student. The SSM will alert the Director of Student Services, who in turn alerts the professor, and then the SSM will schedule an agreed-upon check-in with the student and continue to monitor student progress.

If a student's grades are trending below a B average, the SSM and/or the Director of Student Services will provide the student with a warning and schedule a consultation in which recommendations and resources are offered. The student's progress will be monitored for the following mini (a mini is the 7.5 week course period within a semester).

Students' academic records are formally reviewed by the Director of Student Services and the Director of Financial Aid (for those students who are receiving financial aid) at the end of each semester. **If a student falls below a 3.0 GPA (B Average)**, the student's academic record is reviewed by the APC and the student is placed on academic probation.

Students on academic probation can continue to participate in their program. A student enrolled in a Master' Degree Program or graduate certificate Program is considered to be in good academic standing when their cumulative GPA is equal to or above a 3.0 (B average). If a student's cumulative GPA falls below a 3.0, they will be reviewed by the Academic Progress Committee and be placed on academic probation. The committee may impose special requirements to remedy deficiencies in the academic preparation and/or to require the students to raise their cumulative academic performance to the minimum performance standards. If these standards are not met, the student can be placed on academic suspension. If standards are met, the committee will remove the student from probation.

Academic Suspension - Students on academic suspension are not allowed to further participate in their program until the Academic Progress Committee's imposed requirements for ending the suspension have been fulfilled.

Satisfactory Academic Progress for Financial Aid Eligibility - The Higher Education Act requires that institutions of higher education establish minimum standards of Satisfactory Academic Progress (SAP) for students receiving federal aid. When assessing SAP for federal financial aid, the University reviews all terms of enrollment at Wake Forest University as well as transfer work accepted toward degree requirements at Wake Forest, regardless of whether the student received financial aid during those terms. The standards of academic progress outlined here do not replace or modify academic standards required for continued enrollment at Wake Forest University. The standards for financial aid eligibility are as strict as, or stricter than, the standards required for continued enrollment.

Evaluation of students' progress for financial aid purposes is made at the end of each term to determine financial aid eligibility for the upcoming fall, spring, or summer term. Students must meet the minimum standards below at the time SAP is evaluated. To maintain academic eligibility for federal aid, a student must:

- Have a passing grade of 'C' or higher for all required courses.
- Have an overall GPA of 3.0 or higher.
- Complete degree requirements within 150% of the maximum program length as defined in the School of Professional Studies Handbook. A student becomes ineligible for aid at the point it is determined that they cannot complete the degree requirements within the remaining maximum program length.

SAP will be monitored at the end of each semester. Any student placed on academic probation will automatically be placed on a financial aid warning for the following semester. Warning status lasts for one academic term during which the student may continue to receive student loans. Students who are still failing to make SAP after the warning period will become ineligible for Title IV aid.

SAP Appeals - Denial of aid under this policy may be appealed by the student, in writing, to the School of Professional Studies SAP Committee at spfinaid@wfu.edu. Appeals will be considered for the following circumstances; the death of a relative of the student; an injury or illness to the student; or other special mitigating circumstances. A student's appeal must include information regarding why the student is not meeting the SAP standards and what factors have changed that will allow the student's academic progress to improve by the next evaluation. In addition they will need to meet with their advisor to go over an

academic plan so figure out what grades need to be received to achieve Satisfactory Academic Progress.

Reinstatement of Aid Eligibility - Successful appeals will lead to one of two SAP statuses: probation or academic plan. A student may be placed on probation for the subsequent enrolled term if it is determined that the student can regain eligibility after one term. If the student cannot regain eligibility after one term, the student may be placed on an academic plan that outlines future academic progress for the student as established by the Academic Progress Committee. The student will be notified of their SAP status via the student's Wake Forest email based on the outcome of the appeal. If the appeal is not granted, the student will be notified of the decision and will be financially responsible for their educational expenses.

Continuous Enrollment - SPS understands the needs of adult learners and realizes that occasionally a student will need to take an extended break from their courses. SPS offers students in good academic standing and not subject to disciplinary action the opportunity to maintain active registration through a process referred to as Continuous Enrollment.

Continuous Enrollment is an alternative to withdrawing and allows the student to maintain their email address, and register for classes. It is designed for the student who takes a break in the course of study for *more than* two minis (one mini is defined as a 7.5-week term within a semester), but intends to return at a later date and continue to make academic progress towards degree or certificate completion. A student may submit a Continuous Enrollment Request a maximum of three (3) times during their course of study for a graduate degree or a maximum of one (1) time for a certificate program before requiring readmission. If the period of Continuous Enrollment or any consecutive non-enrollment time equals or exceeds one (1) year, then readmission is required (see Readmission section for more information). Students who submit a Readmission request are still subject to the [Time to Degree/Certificate policy](#).

A Continuous Enrollment Request may be submitted for medical, family, work, military, and personal/other reasons.

Students who are receiving financial aid, scholarships, etc. should consult with the Director of Financial Aid and Student Accounts regarding the guidelines of Continuous Enrollment and the potential impact on student financial aid eligibility and obligation. (Prospective students should consult with their Student Success Manager).

A [Continuous Enrollment Request Form](#) must be submitted and approved before the first day of classes in the term in which the period of Continuous Enrollment is desired. Once approved, the academic records of the student will remain in active status. The student is

responsible for resolving any outstanding grades of Incomplete (I) prior to beginning of the Continuous Enrollment.

Continuous Enrollment Request Forms are submitted to and reviewed by the Academic Progress Committee. There is no fee associated with a Continuous Enrollment Request.

Course Repeat - Students may repeat a course for which they received a grade of B- or lower. Students may only repeat a specific course once. All grades received will be shown on the transcript. The course will be counted only one time for credit. The highest grade will be used for GPA calculations. Students must pay for a repeated course and do not lose eligibility for Federal Student Aid if otherwise still eligible.

Readmission - A student who has withdrawn from their program or submitted a continuous enrollment request that exceeded one year may petition the Academic Progress Committee for readmission. Petitions for readmission will normally be considered only for those students who request readmission within two years of the date that they were withdrawn from the program or had an approved continuous enrollment request that exceeded one year. Students who apply for readmission must ensure they have no outstanding balances with the University prior to submitting a [Readmission Request Form](#).

Academic Progress Committee

The Academic Progress Committee (APC) is composed of the Assistant Dean of Marketing and Enrollment Management, the Director of Student Services, the Director of Financial Aid & Student Accounts, the relevant Executive Director of Academic Programs and the Academic Director.

The Director of Student Services can elevate issues to the APC. This committee 1) monitors academic progress of SPS students and imposes requirements to remedy academic deficiencies; 2) determines appropriate action for violations of the Honor Code; 3) determines conditions to remove probationary status or for reinstatement; 4) reviews requests for withdrawals or continuous enrollment. The committee will also certify the names of those students who have fulfilled the academic requirements for degrees or graduate certificates.

Degree/Certificate Completion and Conferrals

Once a student is more than halfway through their program, students will be notified by SPS Student Services and will also receive an email from the University Registrar when it is time to submit the application for degree or certificate conferral. The Academic Progress Committee will evaluate the degree or certificate requirements (earned a passing grade in all required courses, earned the required number of graduation credits, and accumulated a

grade point average of 3.0 or above across all graded activities). Degrees and certificates are then conferred by the University's Board of Trustees.

Conferral dates are the third Monday in May, August 21st, and December 30th of each year. If a student completes a degree or certificate outside of the posted conferral dates, they will be included in the next conferral period.

Library Services and Database Access

ZSR has a large collection of books, eBooks, journals, and online databases in the fields of health informatics and related topics. Students may check out books and ebooks for an initial period of four weeks. Students should use their WFU username and password when accessing online information or be prepared to present their Wake Forest ID card when checking out a book on the Reynolda campus. If assistance is needed with library resources or research strategies, please make an appointment with a librarian (virtual or in-person at the Reynolda campus).

Business Resources: Students have access to a great deal of business information in online databases, including full-text business periodicals, market research reports, and profiles of companies, industries, and foreign countries. Online databases include ProQuest ABI/Inform, Mintel, IBISWorld, and others. Students can access library databases from off-campus locations by entering their WFU username and password when prompted. Students can access business databases through the website of the Business Information Commons at http://zsr.wfu.edu/business. In addition, there are Bloomberg terminals located in the Information Commons on the Reynolda Campus in Farrell Hall and in the WFU Charlotte Center facility. Students can also access various business research guides directly at http://guides.zsr.wfu.edu/.

Health Informatics Resources: Students have access to a great deal of health informatics information in online databases, including full-text periodicals, systematic reviews, conference proceedings, datasets, and more. Wake Forest's subscriptions to health informatics related online databases includes, but is not limited to, PubMed, ProQuest Nursing & Allied Health, CINAHL, Embase, Cochrane Library, Scopus, and Health Source. Students can access library databases from off-campus locations by entering their WFU username and password when prompted. Students can most easily find a list of relevant health informatics databases and resources via the program's research guide at https://guides.zsr.wfu.edu/healthinformatics.

Student Complaints

Situations may arise in which a student believes that they have not received fair treatment by a representative of the University or has a complaint about the performance, actions, or

inaction of the staff or faculty affecting a student. There are mechanisms in place for the reporting and resolution of complaints regarding specific types of concern (student conduct, honor code, bias, grade dispute, harassment and discrimination, for instance), and these should be fully used where appropriate. Students are encouraged to seek assistance from professors or the Director of Student Services when evaluating the nature of their complaints and deciding on an appropriate course of action.

The complaint process outlined below is meant to answer and resolve issues arising between individual students and the University and its various offices when a mechanism for reporting and resolution of the specific type of concern is not already in place. A complaint cannot be filed on behalf of another person. A complaint should first be directed as soon as possible to the person or persons whose actions or inactions have given rise to the problem—not later than three months after the event.

For complaints in the academic (i.e., classroom) setting, the student should talk personally with or send a written complaint explaining the concern directly to the professor. Should the student and professor be unable to resolve the conflict, the student may then turn to the Academic Director. The Academic Director will communicate with both parties, seek to understand their individual perspectives, and within a reasonable time, reach a conclusion and share it with both parties.

For complaints outside the academic setting, the student should talk personally with or send a written complaint explaining the concern directly to the individual involved. Should the student and individual be unable to resolve the concern, the student may then turn to the appropriate administrative channel for assistance, which may be an immediate supervisor or Director of Student Services. The immediate supervisor or Director of Students Services will meet or communicate with both parties, seek to understand their individual perspectives, and within a reasonable time, reach a conclusion and share it with both parties. Finally, a student may appeal to the Assistant Dean of Marketing and Enrollment Management for the issue that is the subject of the concern. The Assistant Dean will study the matter, work with the parties, and reach a final resolution. Students uncertain about the proper channels are encouraged to seek advice from professors, Director of Student Services, or the Assistant Dean. In the case where the appeal concerns a direct report of the Dean of the School of Professional Studies, the Dean will make the final decision.

[The Office of Online Education](#) offers resources and support to professors teaching in hybrid or online formats. Furthermore, colleges and universities offering distance education courses or programs are required to provide current and prospective students with the contact information for filing complaints with the educational institution, with its

accrediting agency, and with the state agencies that handle complaints in students' states of residence. The Office of Online Education offers students details necessary to file such complaints.

Documentation regarding student complaints and resolutions is kept on file in the SPS Student Services Office until the student graduates, at which point it is securely destroyed. A summary log of complaints is kept for institutional accreditation purposes.

ADMISSION, REGISTRATION & FINANCIAL SERVICES

Admission
Admissions Policy - SPS courses are designed as graduate-level offerings; therefore to become eligible for formal matriculation into any of the master's program or related certificates, a student must submit an application and have earned a bachelor's degree from an accredited institution. This will be required for enrollment into courses, graduate certificates, or master's degree programs. Current undergraduate students are not permitted to take SPS courses.

An interview will be a required element of the admissions process and degree applicants will be expected to have an appropriate mix of academic preparation and work experience. The Admissions Committee (Assistant Dean of Marketing and Enrollment Management, Director of Enrollment, and the Executive Director of the appropriate academic program) is responsible for admissions decisions.

Definitions - the following are frequently used terms related to SPS enrollment:
- Admitted - An Admit is defined as being fully accepted to a degree or certificate program with no conditions.
- Conditionally Admitted- A Conditional Admit is defined as being admitted to a degree or certificate program with conditions Academic or Document related that are required to be met by a date or timeline that is specified in the candidate's acceptance letter.
- Deferral - A Defer is defined as a request submitted by the student to change their start term from the original date of intended enrollment to a future start that is not to exceed one year from the original date when a decision was rendered.
- Denied- A Deny is defined as a decision in which a candidate does not meet the requirements outlined to be offered admission to a degree or certificate program.
- Waitlist- A Waitlist is defined as a decision in which a candidate is not formally offered admission into a degree or certificate program but may be

offered admission in the future if a space becomes available for the term/semester to which they have applied.

- Degree-Seeking vs Non-Degree Seeking -
    - A Degree Seeking candidate is defined as being enrolled in an academic program and is working towards earning a master's, graduate certificate or another degree by which the institution is approved to confer.
    - A Non-Degree Seeking candidate is defined as being enrolled in single coursework for academic credit or coursework for non-academic credit and completion of that coursework is not considered to be a part of a degree or certificate program that the candidate will earn or confer upon completion.

Declaration and Intent Timing - Students are required to declare their intention to earn a degree or certificate at time of enrollment. If intentions change and a student has interest in a different SPS program, they should contact their Student Success Manager to discuss next steps.

Deferral Policy (Deferring graduate admission) - Graduate students in degree and certificate programs are expected to start their courses in the term for which they applied and were admitted. If an extenuating circumstance will prevent you from matriculating, you may submit a request to defer your enrollment to a future intake in May, August or January.

To request a deferral, submit an email request prior to the first day of classes for your original semester of enrollment (i.e., if you were admitted for fall semester, your deferral request must be submitted prior to the start of fall classes). All graduate students are eligible to defer one time for up to one year. For example, if you defer from fall 2022 then you must start classes no later than fall 2023. If you are unable to start within the 1 year deferral period, then you will be asked to re-apply. Application materials will be kept on file for up to two years.

*Please note that a deferral is not the same as a Leave or request for Continuous Enrollment. For current students exploring a Continuous Enrollment due to medical, family, and or personal reasons, please refer to the Student Handbook or contact the Director of Student Services at stuserv@wfu.edu.

An admitted student's enrollment deposit will be honored and applied to their start date within the one year period. If you do not start and choose to re-apply, note that your enrollment deposit is non-refundable and not transferable to future enrollment.

To request a deferral, please send an email to spsadmissions@wfu.edu or to your student success manager. Please include the following information in your request:

In the email subject line: "Program Deferral Request_Your Last Name"
In the email please include:

- Your Name
- Your current email address
- The new term in which you wish to begin
- Reason for deferral

English Proficiency (TOEFL or IELTS) - Applicants whose native language is not English and/or whose principal language of university instruction was not English must submit scores from either the TOEFL (Test of English as a Foreign Language) or IELTS (International English Language Testing System). Exception: applicants who have completed their undergraduate studies at an English-speaking college or university.

The Admissions Committee recommends a minimum TOEFL score of 100 (iBT) or an official IELTS score of 7.0. However, score minimums are guidelines only; all scores will be reviewed in the admissions process and minimums may be waived for applicants who have resided and worked in the U.S. for an extended period of time. Applicants who earned a degree from an institution outside of the US must submit a foreign credential evaluation by a company such as World Education Services (WES) or the Center for Educational Documentation (CED). We require a course-by-course evaluation. Candidates should have all transcripts evaluated including but not limited to bachelors, post bachelors, masters etc.

Enrollment Verification - Some places of work or financial institutions may require a student to submit enrollment verification. Students can access an enrollment verification form via The Wake Information Network (WIN) or by requesting the form via email at spsreg@wfu.edu.

Visa Information

Readmission - Students who have withdrawn from a previous SPS program may need to apply for readmission. No student on probation or suspension from Wake Forest University may take coursework at another institution and have that work transferred to Wake Forest University for credit. See section on Readmission for more information.

Staff Contact - Melissa Ratliff, Director, Enrollment Management

Registration

The Wake Forest University Registration Portal provides detailed information about registration, course planning, and related questions (adding, dropping, waitlist, and more). Questions should be directed to your Student Success Manager or the SPS Associate Registrar at spsreg@wfu.edu.

Add/Drop - School of Professional Studies courses are designed to be engaging and rigorous, and therefore requires commitment and participation from Day 1. Enrolled students are able to add or drop a course before week 2.

If a course is dropped after the start of week 2, a Course Drop Request Form must be submitted. Students are able to drop a course without financial obligation through Week 2, but before Week 3. If you drop a course after Week 2, then you are refunded based on the SPS Refund Schedule. Keep in mind that due to the accelerated nature of SPS courses, add/drop dates and refund implications are specific to SPS; they are not the same as the dates listed on the University Registrar's website for on campus courses. Questions about adding or dropping a course should be directed to your Student Success Manager or by accessing the Registration Portal.

Overview of Transfer Credit, Course Substitution, and Course Waivers - If you have completed an equivalent course at another institution, you can request to receive transfer credit. If you have not completed an equivalent course, there is a possibility to request a course substitution or course waiver. A course substitution allows a student to use an alternative course with similar course content and objectives to meet a program requirement. A course waiver allows students to graduate without completing a graduation requirement or a program requirement by taking an alternative course. Students may also be granted, by permission of an instructor, the ability to take a course out of the sequence outlined in the program curriculum. See details below about each of these options and please note that submission of requests for any of the below processes does not guarantee approval. For further questions, please contact spsreg@wfu.edu.

Transfer Credit- Courses taken at other institutions may under certain circumstances and with the advanced approval of the Academic Director or their designee, be applied toward graduation credit hour requirements. Submission of the request does not guarantee approval.

The grade earned in the course; must be a "B" (3.00) or better; no grades of P/F accepted for transfer credit. An official transcript reflecting the earned grade should be submitted to the Director of Student Services along with the completed Transfer Request Form. NOTE: transfer credits cannot be older than five years. If approved, the response will indicate the

number of credits to be applied toward graduation and the minimum grade requirement. The course will be entered on the student's record of academic performance as a transfer course.

Students cannot be granted a course waiver or transfer course for more than three courses total in any master's degree program or for one course in any graduate certificate program. Undergraduate credit is not permitted to be applied toward or transferred into a SPS graduate degree program. Capstone courses are considered core requirements and cannot be transferred from another institution or academic program. Any extra tuition or fees involved in taking a course from another unit of the University are the responsibility of the student. No student on probation or suspension from Wake Forest University may take coursework at another institution and have that work transferred to Wake Forest University for credit. Click here to review the Transfer Credit Request form.

Course Substitutions - Course Substitution Requests are only permitted for courses to be taken in other academic units of Wake Forest University. Submission of the request does not guarantee approval.

Courses taken for graduation credit at the School of Professional Studies, but are in: 1) other units of Wake Forest University, or 2) a School of Professional Studies program other than the one in which a student is currently enrolled, will appear on the student's record of academic performance and will be designated as such. Grades earned will count in the computation of the student's GPA based on the credit values approved by the Academic Director or their designee. Click here to review the Course Substitution Request form.

Course Waivers - A course waiver may be requested if a student believes that their prior academic or relevant working experience is equivalent to the mastery of the course content and/or addresses the same learning objectives of the course the student wishes to waive. Students do not receive grades, credits, or a reduction of credits required for program completion for waived courses; the process allows a student to take an elective course (in consultation with the Academic Director) within the School of Professional Studies in place of the waived course.

To request a course waiver, the student must submit a Course Waiver Request Form together with documentation of proficiency (e.g. academic transcript, resume, copy of course syllabus, etc.) with the content in the course for which the waiver is being sought, as well as preferred replacement course.

Students cannot be granted a course waiver or transfer course for more than three courses total in any master's degree program or one course in any graduate certificate program.

The course waiver request is reviewed by the Director of Student Services and the Academic Director. Final decisions reside with the Academic Director.

Withdrawals from Program - If a student desires to voluntarily withdraw from a program, they must first discuss the plans with their Academic Director. Students receiving financial aid should consult with the Director of Financial Aid to understand implications of withdrawing on financial aid funding, possible return of funds, and repayment. To withdraw, a student must submit a dated, written notice via a [Withdrawal Request Form](#) to the Academic Progress Committee, via the Director of Student Services, including the date of withdrawal. A student who withdraws must clear all accounts with the appropriate Financial Services office. Reimbursement of tuition and fees for the semester will be made according to University policies in effect at that time. Attendance starts from the first day of classes. Fractions of a week count as a full week.

Transcripts - Transcripts are processed through the Office of the University Registrar, with complete directions on how to request one at [the Office of the University Registrar website](#). If you have any questions concerning the process, the SPS Associate Registrar can be reached by email at spsreg@wfu.edu.

Name and Address Changes - For a name change, If you are a current student in one of the School of Professional Studies programs and do not live near the Wake Forest main campus in Winston-Salem, please use the *[Name-Change-Form.](#)* Please be aware that the name change form, along with all relevant documentation, must be mailed to:

> *Wake Forest University*
> *Office of the University Registrar*
> *P.O. Box 7207*
> *Winston-Salem, NC 27109-7207*

For a more rapid process, if you do live in the Winston-Salem area, please bring two forms of government issued IDs to the Office of the University Registrar, Reynolda Hall 110.

You may change your address by any of the following:
- Through the [Wake Forest Information Network](#) (WIN)
- By sending an email to registrar@wfu.edu
- In writing to:
  Wake Forest University
  Office of the University Registrar
  P.O. Box 7207
  Winston-Salem, NC 27109-7207

Program Transfer - For students who are not currently Wake Forest University students, a formal admission application must be submitted. A current Wake Forest student who

wishes to transfer from one WFU program to another should contact their current Academic Director to see if such a transfer is feasible. If feasible, the student should contact their SSM and the enrollment management staff of the prospective degree program for information on how to gain entry into the program. Current and prospective program teams will work to make an admissions decision. While the student should formally withdraw from their current program by the end of the semester in which they transfer to the new program, please note that the student is not required to do so until the transfer request to the new program has been approved.

In addition, the student will be reevaluated for financial aid if appropriate. Note that institutional scholarships are connected to the program from which a student is transferring; therefore, funds may not follow the student to their new program. Please talk with the SPS Director of Financial Aid for any aid or scholarship questions.

Students who wish to stack certificates into a degree program must contact the [SPS Associate Registrar](#) to initiate the transfer.

Financial Services and Financial Aid

Account/Financial Responsibility - Wake Forest students are financially responsible for making payment to the University. Failure to receive a statement does not warrant exemption from the payment of tuition and fees or from penalties and restrictions.

Failure to pay balances due on a student account may result in a financial hold. This hold may prevent registration, change of registration and processing of official transcripts. This hold does not prevent transmission of grades.

All Wake Forest students are assigned a WFU Google Mail account. That email account is used by Student Financial Services to communicate financial information to the student such as hold notifications.

Statements concerning expenses are not to be regarded as forming an irrevocable contract between the student and the University. The costs of tuition and fees outlined herein are those in effect on the date of publication of this bulletin, and the University reserves the right to change without notice the cost of tuition and fees at any time up to three months before the start of a semester.

Billing and Tuition Deadlines - The Deacon Electronic Account Center (DEAC) is an electronic billing system that allows students and authorized payers to view student account activity in real-time, 24/7. Students access their DEAC accounts by logging into the Wake Information Network (WIN) and clicking on Online Bills. SPS Billing Dates are listed below:

Semester	Billing Date	Payment Due
Fall	July 1	August 1
Spring	November 1	December 1
Summer	May 1	June 1

Cost of Tuition - Students at the School of Professional Studies are charged per credit hour. 2022-23 School of Professional Studies Tuition Rate: $1,167 per credit hour.

Full-Time Status - A student enrolled in the School of Professional Studies is considered full-time when registered for 6 credits or more credits during a given semester. Students are not encouraged to take more than two courses (6 credits) at one time or during one mini. A student may switch from being enrolled full-time and part-time throughout the duration of the program of study, as long as you fulfill graduation requirements within the required time period. There are also financial aid implications depending on a student's enrollment status, so students are encouraged to meet with the financial aid office if there is ever a change in enrollment status. In addition, some University offices may require full-time status to receive services.

Minimum Hours Required - There are no minimum hours required for enrollment in a graduate degree or professional certificate at the School of Professional Studies. However, students are encouraged to enroll in 3 credits per semester to stay on track and to successfully fulfill graduation requirements within the allowed time for completion (*see Time to Completion*).

Deposits - A new student deposit of $500 is required for all new Wake Forest University students enrolled in a degree and/or certificate program. The deposit is nonrefundable and is credited to the first semester tuition bill. The deposit amount credited to the first semester tuition bill is the total amount minus the processing fee.

Payment Options (Credit Courses) - Students registered for credit-bearing programs have a variety of options for payment that include:
- ACH via the DEAC (Deacon Electronic Account Center)
- Checks via the Wake Forest lockbox on the Reynolda Campus
- Flywire - for international payments
- Western Union - for international payments

- Monthly Payment Plan: Wake Forest University School of Professional Studies students - who are enrolled in both mini sessions each semester - have the opportunity to participate in an interest-free, monthly payment plan through Nelnet Business Solutions. This is not a loan. No interest or credit check is required, but an enrollment fee is charged.

  Wake Forest reserves the right to terminate a monthly payment plan agreement due to returned or revoked payments. Upon termination, the student will be responsible to pay the University any balance owed. The only acceptable methods of payment will be money order or certified check. Future participation in the monthly payment plan may not be permitted, nor will students be allowed to register for additional courses until their owed balance is paid in full.

  Students interested in participating in the monthly payment plan can view the details at https://go.wfu.edu/paymentplan.

Returned Checks/Rejected Payments - All returned checks and rejected eCheck payments will be assessed a $25 fee. If an account indicates a history of returned checks, the University may require future payments by money order or certified check. (See monthly payment plan agreement for applicable fees associated with the plan.)

Third Party Payment Documentation/Sponsored Billing - If a sponsor (i.e. any outside agency, company, or state prepaid tuition program) will be paying all or part of a student's Wake Forest tuition and/or fees, and the sponsor requires a bill from Student Financial Services, the student must follow the Sponsored Billing Contract Arrangement Process located at https://go.wfu.edu/sponsoredbilling.

The student will complete a WFU Financial Responsibility and Release of Information form to begin the process. It is the student's responsibility to ensure that their sponsor has paid the University by the established tuition due date.

Past Due Balances - A student carrying a past-due balance may be restricted from:

- Accessing current courses in the LMS (Canvas)
- Registering for future semesters
- Receiving an official transcript of academic record
- Receiving regalia and participating in the Hooding ceremony
- Receiving a diploma
- Returning from Continuous Enrollment
- Being reinstated as a student

Refunds/Reimbursement Policy - The School of Professional Studies is designed for working professionals who seek to grow professionally while maintaining flexibility. SPS understands that opportunities and disruptions will occur during your time as a student and we seek to be as flexible as possible so you can successfully complete your plan of study within the required time period.

A student who officially withdraws during a semester may be entitled to a refund of tuition depending on the student's date of withdrawal. Refunds will be reduced by the amount of any outstanding charges on a student's account. There are no refunds for mandatory fees after the first-class day in a semester as reflected in the academic calendar. If a student withdraws from a course and/or program, refunds are issued as follows based on start dates of each mini-term:

Refund Schedule - Students will be dropped from a course by the 10th instructional day for non-payment and/or non-attendance.

OFFICIAL DATE	TUITION REFUNDED
Before classes begin	100% (- deposit)
1st-2nd weeks of classes	100%
3rd-4th weeks of classes	50%
After 4th week of classes	0%

A student using scholarships, grants, or loans to help pay educational expenses, whose account was paid-in-full prior to withdrawal, is likely to owe the University after withdrawal. Return of Title IV funds are handled in accordance with federal law. Please refer to [Wake Forest's official Refund of Charges](#) policy and [Return of Financial Aid funds policy](#). Students should consult the Director of Financial Aid for more information.

Tuition, fees and all other charges will not be refunded when a student is suspended or expelled from the University as a result of a Student Code of Conduct or Honor Code violation. Return of Title IV funds are handled in accordance with federal law.

Processing and Disbursement of Refunds - Adjustments to charges, prepayments, financial aid disbursements and overpayments often result in credit balances on student accounts. A credit balance is indicated on the student account by parentheses ( ) surrounding the balance. Students should use the following instructions to set up direct deposit for student refunds at https://go.wfu.edu/directdeposit.

Financial aid disbursement refunds are processed three to five business days after financial aid is disbursed and after the start of classes for the fall, spring, and summer semesters.

If a refund is requested for a credit balance after the first day of class, the refund is issued to the WFU student unless it is a trust payment or a return of an outside scholarship due to withdrawal.

If a student/authorized payer uses a Nelnet Business Solutions monthly payment plan, no refunds can be processed until the last payment has been paid and resulting in a credit balance on the student account.

Student Financial Services only accepts funds that cover a student's educational expenses. If a payment is received that is not for payment of educational expenses for the current term, a student can request to either: (1) Leave the funds on their student account to cover future term educational expenses or (2) Wake Forest will return the funds via the original method of payment to the originator of the payment. Contact Student Financial Services as sps-acct@wfu.edu or 336-758-5234 with any questions.

University Refund Disruption Policy - Circumstances may arise during a semester that cause significant disruptions to University operations and result in the University closing the campus. These circumstances include, without limitation, extreme weather, fire, natural disaster, war, labor disturbances, loss of utilities, riots or civil commotions, epidemic, pandemic, public health crisis, power of government, or any other circumstance like or unlike any circumstance mentioned above, which is beyond the reasonable control or authority of the University. In the event of a significant disruption to University operations either:

- During a semester that results in the University closing campus for the remainder of the semester;
- At the beginning of a semester that delays or prevents the University opening campus; or
- During a semester that results in the University closing campus temporarily during the semester.

There will be no refunds for tuition or Student Health, Student Activity, or any other fees paid by or on behalf of students. Refunds (if applicable) will be calculated at the end of the semester. This policy applies to significant disruptions where the University closes campus. It does not apply where students officially withdraw from the University or are officially granted continuous enrollment status during a semester. Refunds, if any, in those

circumstances are governed by the University's Refund of Charges Policy. The [schedule for University Disruption Refunds can be found here](#).

Student Loans and Financial Aid - Wake Forest University participates in the Federal Direct Loan program and listed below you can see the options for graduate students. Students may also be eligible for private/alternative educational loans.

- *The Federal Direct Unsubsidized Loan* - Students may borrow up to $20,500 per academic year. Information on interest rates, accrual of interest, repayment terms, effect of withdrawal, grace periods, and origination fees, along with other terms and conditions, can be found at www.StudentAid.gov.

- *The Federal Graduate PLUS Loan* - Students may borrow up to the cost of attendance minus any Federal Direct Unsubsidized loan and scholarships. Information on current interest rates, accrual of interest, repayment terms, effect of withdrawal, grace periods, and origination fees, along with other terms and conditions, can be found at www.StudentAid.gov.

- *Supplemental Loans from Private Vendors* - Supplemental loans from private vendors may be available to help students pay for educational expenses. Interest rates can vary and are generally based on credit score. A free credit report can be obtained at AnnualCreditReport.com. To learn more about supplemental loans, please visit elmselct.com. Visit [Federal Student Aid](#) for a comparison of federal and private student loans.

Tax Form for Credit Courses - Each year by January 31, Wake Forest University makes available via WIN (student must give online consent) or mails an IRS Form 1098-T to all students who had qualified tuition and other related educational expenses billed and paid to them during the previous calendar year.

Depending on your income (or your family's income, if you are a dependent), whether you were considered full or half-time enrolled, and the amount of your qualified educational expenses for the year, you may be eligible for a federal education tax credit. You can find detailed information about claiming education tax credits in IRS Publication 970. Students can grant consent to view and print their 1098-T online via WIN. Please refer to https://go.wfu.edu/1098t on steps to grant access.

Pursuant to The Veterans Benefits and Transition Act of 2018 - GI Bill and VR&E beneficiaries (Chapter 33 and Chapter 31 beneficiaries) may attend a course of education or training for up to 90 days from the date the beneficiary provides: A certificate of eligibility, or a "statement of benefits" obtained from the VA's eBenefits web site, or a valid VAF 28-1905

form for Chapter 31 authorization purposes, provided that the student beneficiary provides such documentation to the appropriate VA Certifying Official no later than the first day of a course of education, and provided that the student provides any additional payment amount due that is the difference between the amount of the student's financial obligation and the anticipated amount of the VA education disbursement to Wake Forest University.

This policy allows a student to attend the course until the VA provides payment to Wake Forest University. Wake Forest University will not impose a penalty, or require the beneficiary to borrow additional funds to cover tuition and fees due to late payments from the VA.

Other Financial Resources
- [Financial Awareness Counseling](#)
- [Federal Interest Rates and Fees](#)
- [Federal Student Aid and Identity Theft](#)
- [Tax Benefits for Higher Education](#)
- [AnnualCreditReport.com](#)
- [Loan Forgiveness, Cancellation, and Discharge](#)
- [Loan Consolidation](#)
- [Avoiding Default](#)
- [Getting Out of Default](#)
- [Resolving Disputes (federal programs)](#)
- [AccessLex Student Loan Calculator](#)
- [Federal Student Aid Loan Simulator](#)

Staff Contact - [Linda Higgins](#), Director of Financial Aid and Student Accounts

NON-CREDIT PROGRAMS

SPS offers non-credit professional development programs that are designed to offer opportunities to reskill, upskill, or enhance one's expertise or experience. Non-credit programs are not listed on Wake Forest University transcripts and cannot be used toward credit-bearing graduate certificate or degree program requirements. Visit the [Executive Education website](#) for more information about [open enrollment](#) and [Certified Financial Planner](#) programs.

UNIVERSITY POLICIES

Sex-Based Discriminiation and Sexual Misconduct (Title IX)
Title IX is a federal civil rights law that was passed as part of the Education Amendments of 1972. It prohibits sex-based discrimination in any school or other education program that receives federal money. Wake Forest University is committed to providing an academic and work environment that is free from sex discrimination (including discrimination on the basis of sex, sexual orientation, gender identity, and gender expression) and sexual misconduct (including sexual harassment, sexual assault, domestic violence, dating violence, and stalking). This commitment applies to admissions, employment, and access to and treatment in University programs and activities.

When students, employees, or other individuals experience acts of sexual misconduct or other forms of gender discrimination or harassment, their sense of safety and trust are violated. This may significantly interfere with their success at the University. Our community expects that all interpersonal relationships and interactions – especially those of an intimate nature – are based upon values of mutual respect, dignity, responsibility, open communication, and clear consent. The Student Sexual Misconduct Policy and Faculty and Staff Sexual Harassment Prevention Policy have been developed to address all types of sexual misconduct, including sexual assault, sexual harassment, stalking, dating violence, and domestic violence. Please read the complete policies to access critical information, such as: how to report an incident of sexual misconduct; how to get support and assistance; how to request accommodations or other interim measures; steps of a fair, prompt, and impartial investigation and adjudication process; contact information for campus and community resources; and information about individual rights and confidentiality: [Wake Forest Title IX Office and Sexual Misconduct Policies.](#)

We take all allegations of sex discrimination and sexual misconduct very seriously. We welcome your involvement in fostering a community that strives to prevent unlawful gender discrimination and sexual misconduct in all their forms, to compassionately respond to and support survivors as well as those affected by sexual misconduct, and to ensure the equitable treatment of persons accused of wrongdoing. For additional support or to make a report on sex discrimination, harassment or other sexual misconduct, please visit the website at https://titleix.wfu.edu/# or contact the Director of the Title IX Office at 336.758.7258 or titleixcoordinator@wfu.edu.

Accommodations and Accessibility
[The Center for Learning, Access, and Student Success](#) (CLASS) provides academic support services, including academic coaching and disability accommodations, to Wake Forest University students learning remotely or at off-campus instructional sites. Services for

students will be offered remotely through phone and/or video conferencing as appropriate. Wake Forest University views the provision of reasonable accommodations, modifications, or auxiliary aides to enable equal access for students with disabilities as a collaborative process among students, professors, and staff. The Center for Learning, Access, and Student Success (CLASS) staff considers individual needs in each request and encourages an age-appropriate level of self-advocacy with students.

Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008 prohibit discrimination against individuals with disabilities. According to this federal legislation, no otherwise qualified individual with a disability shall, solely by reason of their disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of a public entity.

Students with documented disabilities should contact the Center for Learning, Access, and Student Success office (336-758-5929) within the first two weeks of a course to determine if an accommodation may be warranted. If a disability manifests during a course, reasonable accommodation will be made after documentation and guidance is obtained from the Center. Accommodations cannot be retroactive. Information about disabilities will be shared only on a need-to-know basis.

Students who request academic accommodations are required to disclose their disability to the Center for Learning, Access, and Student Success. In addition, they must provide documentation of their disability to support their request. Once it has been determined that students are eligible for reasonable accommodations, they will receive a hard copy letter, personalized for each professor, that (a) confirms the presence of a disability and (b) briefly describes the approved accommodation. Students are encouraged to schedule an appointment with each professor to provide a copy of their letter and to discuss implementation of their accommodation(s).
- Students are ensured equal access to all programs.
- Students' disability-related records will be used to determine appropriate accommodations/services and will be kept separate from academic records.
- Students must provide the CLASS with documentation of a disability and the need for accommodation.
- Students must initiate a meeting with the CLASS staff to discuss the accommodation request in a time frame that allows adequate time to arrange the accommodations.

Wake Forest University reserves the right to determine the appropriateness of submitted documentation and requests for accommodation on a case by case basis, using the professional judgment of the CLASS staff and the Committee for Students with Disabilities.

Additional information may be requested to verify the disability and to make a decision on accommodations. The CLASS staff will work to provide the student with a timely response to his or her requests, but the time frame will vary depending on the nature of the accommodation request. School of Professional Studies students unfamiliar with the CLASS office can contact their Student Success Manager (SSM) or the Director of Student Services for assistance and guidance.

The Family Educational Rights and Privacy Act (FERPA)
The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) Visit https://registrar.wfu.edu/academic-records/privacy/ for an overview of the rights and additional information, including information about what the University considers "directory information" under FERPA.

Student Visas
The U.S. immigration system allocates certain visa types for students that seek to study in the states. Wake Forest is authorized to sponsor students on the following two visa categories: F-1 Student Visa and the J-1 Student Visa. Click the link above to learn more about the categories, visa status, and the visa stamp. According to the US Department of Homeland Security, "Only one online or distance learning class can count toward a full course of study for an F-1 student during each term or semester." International students are typically not issued F-1 visas for fully online degree programs.

Clery
The 2020 Annual Crime and Fire Safety Report is now available on the Wake Forest University Police website. This document contains information regarding campus security and personal safety. It also contains information about crime and fire statistics for the previous three calendar years. Crime statistics are for occurrences on campus; in certain off-campus buildings or property owned or controlled by Wake Forest (including branch campuses); and on public property within or immediately adjacent to campus. Fire statistics are for on-campus residence halls.

Information on drug or alcohol-abuse programs required by section 102(a) through (d) of HEA can be found on the University's Thrive website here. If you are unable to access the website and/or you would like a printed copy, please contact police records at 336-758-4566.

Immunization Policy
The University has adopted an Immunization Policy and COVID-19 Immunization Policy.

North Carolina State law (G.S. 130A-152) requires documentation of certain immunizations for students attending a North Carolina college or university. *Where required, students must submit certification of these immunizations prior to registration. Documentation should be on or attached to the completed WFU Student Health Information Summary and Immunization Form provided by the Student Health Service* in order to assure correct identification of the student. Students may download forms, and access relevant policies, at the [Wake Forest University Student Health Service web page](). Students can also contact [shs@wfu.edu]() directly.

SPS students in fully-online degree or certificate programs who will not attend any classes on-site are not required to comply with the above immunization policies. Students attending immersion weekends are required to comply with university immunization policies.

TECHNOLOGY

Acceptable Use of Resources
The University's computing resources are for administrative, instructional, educational, and research use by the students, professors, staff, vendors and contractors of Wake Forest University. Ethical standards which apply to other University activities (Honor Code, Student Code of Conduct, and all local, state, and federal laws) apply equally to use of University computing resources. As in all aspects of University life, users of the University's computing resources should act honorably and in a manner consistent with ordinary ethical obligations. Cheating, stealing, making false or deceiving statements, plagiarism, vandalism, and harassment are just as wrong in the context of computing resources as they are in all other domains. The complete policy statement is available online at:
https://is.wfu.edu/services/policies-and-standards/

User Account and Password Information
Students are issued an account that provides access to the Wake Forest University domain and a variety of Wake Forest University resources.

- Username Format: [first 4 characters of last name] + [first initial] + [middle initial] + [year of enrollment]
- *Due to possible duplications, some accounts may vary from the standard username format.

This information is specific to the student and their account at Wake Forest. The student's password should NOT be shared with anyone. The student's username will remain the same throughout their tenure at Wake Forest.

By using the student username and password, the student agrees to the terms and conditions in the Policy on Responsible and Ethical Use of Computing Resources. Read the full policy at https://is.wfu.edu/services/policies-and-standards/.

Password Expiration - The campus computing password students are provided expires every 12 months. Information Systems will notify students by email when it is time to change their campus computing password. The messages are sent from Service Desk (help@wfu.edu) with "Your Wake Forest Account Password" in the subject line. Messages will be sent 9, 6, 3 and 1 day(s) prior to the password expiring. Note, once the password is expired, students will lose access to important computing resources. To avoid phishing attempts, ensure the subject line of these messages includes the number of days until the password's expiration and is sent from help.wfu.edu. To avoid password synchronization issues, please update the password on all devices. Failure to update the passwords on all devices may result in account lockouts or loss of access. Synchronization issues on one device may cause problems with other devices.

Account Lockout - The Wake Forest University network is configured with a security feature that locks a user account if three (3) failed login attempts occur within a specified amount of time. Users cannot log on with a locked account until unlocked by an administrator or until a 15 minute lockout period has expired.

Password Requirements

Password must:	Password may contain:
- be at least 8 characters - be no more than 32 characters	- uppercase English letters (A – Z) - lowercase English letters (a – z) - digits (0-9) - any of these characters ! # $ % & ( ) + , – / ; < = > ? @ [\ ] ^ _ ` {	} ~

Password Synchronized Services

- AskDeac
- Campus Wireless Network
- Canvas
- VPN

- WebEx
- WFU Email
- WIN
- Workday
- Zoom

To change the password

1. Visit account.wfu.edu
2. Select "Sign in to change password"
3. Enter username and current WFU password
4. Select Change Password
5. Enter current password
6. Enter a new password, confirm the new password, and select Change Password.

To reset the Forgotten Password

1. Visit account.wfu.edu
2. Select Reset Forgotten Password
3. Enter student WFU username (without @wfu.edu)
4. Enter student Last Name
5. Enter student WFU ID number
6. Enter student birth month and day (MMDD)
7. Select which method to receive the security code to verify the account, either the registered email address or mobile phone via SMS.
8. Enter the code in the "Code" field and select Check Code.
9. Once the code has been verified, select Continue.
10. Enter the new password, confirm the new password, and select Change Password.

Users with WFU-issued Windows computers will need to be on campus or VPN in order to synchronize their newly created WFU account password with their computer password.

Email

Wake Forest currently uses Google as an email service provider. The WFU account is a full Google Workspace account including Calendar, Drive, and Chat. Many WFU services use Google login as well, including WIN, Canvas, and Workday.

Access the account by visiting *google.wfu.edu* and entering student WFU email address *(username)@wfu.edu* and account password.

Audio/Video Recording Policy

Recording of Class Sessions - All or some in-person and synchronous classes may be recorded. Student images and voices may be captured in these recordings. Recordings will be available for viewing only by students enrolled in the class via Canvas or an alternative platform. The recordings are not available for download. No other recording, including by students, is permitted.

Recording Tails in Synchronous Classes - Synchronous class recordings may include events that happen before class officially begins or after it officially ends. Students should take care to not discuss any confidential matters during these periods of time.

Access to Recordings - Students may access the class recordings made available to them solely for the purpose of participating in the course. The recordings may not be used by any person other than a student enrolled in the course or for any purpose other than to participate in the course. Students are prohibited from downloading or distributing any portion of the recordings for any purpose. Students should understand that technical problems or human error may prevent successful recording.

Copyright Notice - Students are advised that Wake Forest University professors hold the copyright in their course materials. The University and the professors have legal rights in class recordings.

Hardware Requirements

What computers are supported by SPS?
SPS will support both PCs and Macs (see below for specific recommendations). Depending on the security settings on a work laptop, students may experience difficulty installing software required for courses. Students who work in the banking and healthcare industries tend to have the most issues when installing software due to the security settings on their work laptops. If restricted from installing software onto a work computer, first, please contact the company's IT department for assistance. Please contact Service Support at spshelp@wfu.edu with questions. NOTE: Chromebooks will not be supported by SPS Technical Support.

Minimum PC Recommendations: For the best online experience, the School of Professional Studies recommends the following minimum configurations.

- Model Year: 2018 or Newer.
- Processor: At least the most recent or next most recent Generation Intel Core i5 Quad Core or better. For example, 7th generation or 6th generation.
- Memory: 8 GB minimum (preferably 16GB)
- Operating System: The most recent or next most recent Microsoft Windows OS. For example, Windows 11 or Windows 10.
- Storage: 256 GB minimum - Hard Disk Drive (HDD) or Solid State Drive (SSD)
- Display: 12.5 inches or larger
- Wireless: 802.11a/b/g/n/ac (MUST support the WPA-2 security protocol)
- Camera: Integrated or external video camera for video conferencing, video upload assignments

- Software:
    - [Microsoft Office](#)
    - Valid anti-virus/anti-malware software

Minimum Mac Requirements
If using a Mac, the School of Professional Studies recommends that students run the Windows operating system and Microsoft Office for Windows in order to be able to support some specific software required for courses. *For the best online experience, the School of Professional Studies recommends the following minimum configurations.*

- Model Year: 2018 or Newer
- Processor: At least the most recent or next most recent Generation Intel Core i5 Quad Core or better. For example, 7th generation or 6th generation.
- Memory: 8 GB Minimum (16 GB strongly recommended for VMware)
- Operating System: The most recent or next most recent macOS. For example, Big Sur or Catalina.
- Storage: 256 GB minimum- Hard Disk Drive (HDD) or Solid State Drive (SSD)
- Display: 12 inches or larger
- Wireless: 11a/b/g/n/ac (MUST support the WPA-2 security protocol)
- Camera: Integrated or external video camera for video conferencing, video upload assignments
- Software:
    - Microsoft Windows 10 Operating System via Boot Camp or VMware
      Which method is right for your Mac? Learn more about [Running Windows on Your Mac](#)
    - For Mac machines with an Apple M series processing chip, [Amazon WorkSpaces](#) is utilized to virtualize Windows-based applications. [You can check which processor your Mac has here.](#)
    - [Microsoft Office](#) for Windows via Boot Camp or VMware
    - Valid anti-virus/anti-malware software

Help Desk
Support for Student Computers
Students will be responsible for personal hardware and software support. The School of Professional Studies IT department will provide support with the following:

- Connecting to WFUWireless network
- Installation of printing software
- Installation of exam software

The Help Desk can be contacted via:

> Help Desk Website: https://wfu-sps-help.freshservice.com
> Email: spshelp@wfu.edu
> Phone: 704-317-4010 (M-F, 8AM -5PM)

For Canvas support, get questions answered quickly from our 24/7 WFU-dedicated support line at 833.383.5792 or use the Canvas Support Live Chat. For additional support, please submit a ticket to Canvas Support.

Wireless Network
Our campus network, WFUwireless, provides unrestricted bandwidth to campus and Intranet services.

Connecting Securely On-Campus - To connect to the Wake Forest wireless campus network, view the available networks and select 'WFUwireless'. Students will be prompted to enter your Wake Forest username (username@wfu.edu) and password in order to connect to the network.

Connecting Securely Off-Campus - Information Systems recommends that students install *Cisco AnyConnect* to connect to our network while off campus. Cisco AnyConnect allows the computer to connect to a Virtual Private Network (VPN), ensuring that the internet traffic is encrypted and secure. Cisco AnyConnect also allows students to use all services that are available to them when they are connected to a WFU network.

Software
A benefit to SPS students is that all WFU students have access to licensed software and tools, via software@WFU, for coursework, degree projects, and research; including Canvas, Adobe Creative Cloud; SPSS, a statistical package used for data analysis, forecasting, and financial modeling; Maple; Matlab, an interactive environment for algorithm development, data visualization, and data analysis; and more. Visit https://software.wfu.edu and log in with WFU credentials to browse and download/access available software.

LMS Information
Canvas (https://canvas.wfu.edu/) is the University's supported Learning Management System (LMS), a versatile and mobile-friendly application to view class syllabi, collaborate with classmates, engage with professors, and complete assignments. Each WFU student is automatically enrolled onto Canvas when course registration is completed and approved. Get questions answered quickly from the 24/7 WFU-dedicated support line at 833.383.5792 or use the Canvas Support Live Chat. To log onto Canvas or to download the Canvas app for a mobile phone, go to Canvas at Wake Forest University (wfu.edu)

Malware Protection

Malware includes viruses and spyware, along with any other malicious software intended to do harm on the computer. The computer can become infected downloading an infected file or even using certain apps and games on social media platforms. Perhaps the most common way is by clicking on an infected link or attachment in an email. According to CSO Online, in 2018 92% of malware is estimated to have been delivered by email.

For student computers, the School of Professional Studies recommends Sophos Home antivirus. Instructions on installing this program can be found at https://software.wfu.edu/download/sophos-antivirus/. An updated OS and virus software are required for SPS students.

Data Management Best Practices

As a student, it is important to think about the data - where it is stored, what format it is in, how safe and secure it is, who else has access to it, and how long it should be accessible. Additionally, please regularly backup any data assets. Best practices suggest backing up data locally, on the computer; onto some form of external storage (a thumb drive, or external hard drive device); and onto a cloud based storage platform.

Resources

Wake Forest provides multiple resources for creating, managing, sharing, and storing data using the WFU account. There are important things to keep in mind associated with each resource, such as how much storage is available, what kind of data can be stored, and what happens to that data when students leave the University. Visit https://software.wfu.edu and log in with WFU credentials to browse and download/access available software.

FACILITIES

Charlotte Center

SPS Students are welcome to utilize Wake Forest University's Charlotte Center located in Uptown Charlotte at 200 N. College Street, Suite 150, Charlotte, NC 28202. To access the building and our suite, you must use your Deacon OneCard and enter through the main entrance of the building only (on weekends, students must enter through the handicap door - exterior building entrance).

The Charlotte Center offers 12 study rooms, lecture rooms, modular classrooms, a large common area, kitchen area (with microwave), and a printing workstation. WiFi and laptop hookups are available. For effective facility use and to keep our space in excellent condition, we ask that everyone be considerate of others, furnishings, technology,

equipment and the facility. If you lose your Deacon OneCard, please visit http://rlh.wfu.edu/one-card-replacement/ to obtain a new card. For security reasons, do not leave any exterior facility doors propped open.

Accessing the Charlotte Center and WFU Events via the Deacon OneCard - All SPS students receive a Wake Forest University identification (ID) card. The ID card, known as Deacon OneCards, is multipurpose and should be kept in the student's possession at all times and carefully protected. It is used for electronic access to the Charlotte Center, admission to Reynolda Campus events, as well as checking out physical library materials on campus and for printing from certain locations.

Cards are issued to be valid during your enrollment at the University, and expire the day of graduation. ID cards MUST be returned to the Deacon OneCard Office upon withdrawal from the University. Lost or stolen cards should be reported to University Police immediately at 336-758-5591 or Ext. 311. If initial and replacement University ID cards are needed, please reach out to SPS Student Services. A fee of $25.00 will be charged for the first replacement of a lost, broken or damaged card; subsequent replacement charges will increase by $10 to a maximum charge of $55. Non-working cards may be reported to SPS Student Services. Please provide your full name and six-digit number on the back of the card.

Parking - The parking garage is a part of the WFU Charlotte Center located at 200 North College Street. Entrances to the garage are on 5th and 6th Street. Please bring your parking ticket into the SPS suite. Parking ticket validators (for students only) are located at the reception desk and in the student lounge area. Parking will be available on weekdays starting at 4:00 p.m. and all day Saturday and Sunday. All vehicles must be removed by 2:59 a.m. the following day.

Wake Forest University Charlotte Center parking garage privileges are for Wake Forest University business only. If the property manager determines parking privileges are being abused they retain the right to revoke all parking privileges for Wake Forest University students, professors and staff.

Furniture - If furniture is moved, please return it to its original location.

Food and clean up - Food may be brought in for consuming prior to/after classes. Garbage and recycling bins are located in the kitchen area and outside the classrooms. Thank you for helping us recycle and maintain a clean, presentable facility for all to use and enjoy.

Alcohol use in the Charlotte Center - The Wake Forest University Charlotte Center is held to the same high standards as facilities, students, and employees on the Reynolda Campus.

The Alcohol and Substance Abuse Policy is designed to provide clarity regarding the appropriate, safe, and legal consumption of alcoholic beverages at the Charlotte Center. Outside of official university events, SPS students shall not consume alcohol onsite or online during classes. The storage of student alcohol on site is prohibited. Student alcohol found in any kitchen facilities, including refrigerators, will be disposed of.

Smoking - Smoking is prohibited in the Wake Forest University Charlotte Center.

Building Maintenance/Emergencies - Contact security afterhours for any maintenance or emergency needs: 980-388-1218. The lighted WFU Charlotte Center parking deck and building are under video surveillance. One to two security staff patrol the parking deck. The lobby is staffed by security guards around the clock. Always be aware of your surroundings and lock your car doors when you leave your vehicle, while you are parked or driving. When walking to and from the building, we encourage the use of a buddy system. A security guard escort to or from your car is available by calling the security control center (980-388-1218). Call 911 if you witness any suspicious activity.

Inclement Weather Information - For in-person programming (credit or non-credit), decisions will be made on a program-by-program basis. Online program activities will rarely be canceled due to inclement weather, and students should expect to attend required online classes and/or activities per usual, unless otherwise notified by their degree program administrators.

Even if classes are being held as scheduled, students are not asked to travel under unsafe conditions or to take unnecessary risks. Announcements concerning program closings will be sent via email from professors, posted online, and broadcast via the following media: SPS Student Email Listserv, Canvas LMS announcement, and [SPS website](),

Reynolda Campus
SPS students are always welcome on the Reynolda Campus! Remember to bring your Deacon OneCard to access Reynolda Campus events, to check out library materials, or to take a [self-guided tour of campus]().

[Reynolda Campus Map]() - View this interactive map of the Reynolda Campus which provides details on various academic buildings, athletic venues, walking trails, parking options and other points of interest!

[Reynolda Campus Events]() - From arts and entertainment to athletic and cultural events, SPS students are welcome to attend Reynolda Campus events in Winston-Salem. Additional registration or admittance fees may be required, depending on the event.

University Police - When visiting the Reynolda Campus, students can contact the University Police Department if needed. The University Police Department, located in Alumni Hall, is staffed 24/7. If the building's exterior door leading to the department's offices is locked, a phone at the entrance can be used to gain entry. They can also be reached at 336-758-5911. If using a campus phone, call 911. In non-emergencies, University Police can be reached at 336-758-5591 or, when using a campus phone, at 311. Anonymous tips can be made to University Police through the [LiveSafe](#) app or the [Silent Witness form](#) on the University Police website.

University Shuttles - Students have access to university shuttles when visiting the Reynolda Campus. Wake Forest Transportation and Parking Services offers a network of free shuttles to the University community, covering locations such as off-campus apartments, Wake Downtown and shopping areas. More information is available on the [Ride the Wake](#) website. The [Transloc Rider app](#) can be used to catch a ride and track University shuttles through GPS technology as well as keep you updated on service interruptions or route changes.

APPENDIX

Course Catalog
The following information provides course numbers, titles, and descriptions for all degree and graduate certificate programs offered in the School of Professional Studies.

Project Management (MPM)
All courses below are three (3) credits each. Yellow highlighted course titles represent elective courses.

- PMP 710 Project Management Essentials
  This course introduces the foundational concepts of project management (PM). It provides an overview of the PM life cycle as defined in the Project Management Body of Knowledge. Several PM knowledge areas such as risk, scope, schedule, quality, monitoring, and communication, among others, will be introduced. Distinctions between project, program, and portfolio management are explored. Achieving literacy in Microsoft Project software is an additional goal of the course. ***PMP 710 is a prerequisite for PMP 712***

- PMP 712 Mastering the Project Life Cycle
  The course pursues a comprehensive and in-depth exploration of the different phases of a project from initiation to closure, with an emphasis on the myriad of factors that contribute to successful project management (PM) throughout the life cycle. Students will leave with a set of best practices for effective PM in setup, planning and execution. ***PMP 710 is a prerequisite for PMP 712***

- PMP 714 Portfolio and Program Management
  This course focuses on managing and coordinating multiple organizational projects. Students will develop the ability to build and manage a project portfolio, including consideration of project alignment, organizational goals, performance maximization, risk minimization, and program success. Particular attention is given to the differentiating aspects of program governance and compliance within organizational, industry, and legal requirements.

- LDR 720 Negotiation and Conflict Management
  This course explores the determinants of successful negotiations. A process-oriented approach is used, with an emphasis on the practical application of proven frameworks and theories. Relatedly, the course also delves deeply into the nature and common courses and causes of conflict that can derail projects, providing practical guidance for identifying and addressing the root causes of conflict.

- LDR 722 Leadership and Change Management
  The work of a leader is to manage change. This course emphasizes gaining the knowledge, skills, and tools necessary to successfully undertake change efforts. It explores the leadership principles, styles, frameworks, and skills required to guide, motivate, and direct teams. In this course, participants will develop the ability to prepare, support, and assist individuals, teams, and organizations in their pursuit of organizational change. Attention is given to stakeholder management and strategic partnering.

- PMP 730 Agile Fundamentals
  This course introduces the foundational concepts of Agile, which is an iterative approach to project management (PM). Agile is contrasted with other PM methodologies. An introductory consideration of scrum is provided, including Scrum events and artifacts, the anatomy of a sprint, the roles of Scrum Master and Scrum team members, as well as release planning.

- PMP 732 *Advanced Agile: Frameworks and Techniques
  This course builds on the foundation established in the "Agile Fundamentals" course, placing an emphasis on building the practical skills necessary for leading agile projects in organizations. In addition to learning about predominant agile frameworks, the course emphasizes continuous improvement through retrospectives, lean-agile thinking, and the use of agile metrics. (*PMP730, Agile Fundamentals is a prerequisite for this course)

- PMP 799 Capstone in Project Management
  This immersive hands-on course offers students the opportunity to apply the principles, best practices, techniques, and frameworks they have developed throughout their previous coursework to actual project management (PM) context in an organization of their choosing. Assessment of the current PM environment creates the basis for recommendations for furthering the intent of the project(s) under consideration.

- PMP 750 Lean Six Sigma
  Continuous improvement projects (CIPs) are typically vital contributors as companies pursue their goals. This course focuses on the essentials of Lean Management/Thinking and Six Sigma quality as the two dominating and complementing methodologies that are suited to the pursuit of operational excellence. The participants will learn about the basic philosophies and essential tools of these two concepts, with a focus on leveraging various improvement methods and becoming more effective with their project work.

- PMP 751 PMP Leadership Preparation
  The Project Management Professional (PMP) Leadership Preparation course is designed to prepare project managers to be exceptional project leaders for their organizations. Obtaining leading industry certification is important for many. This

course provides the knowledge and skills aligned with the PMI PMP Exam Content Outline (ECO), including universal competencies for all project managers; predictive, agile, or hybrid.

- ==PMP 752 ScrumMaster Leadership Preparation==
This course will prepare students for the Professional ScrumMaster certification exam offered by scrum.org. Detailed consideration is given to the Scrum framework and the key attributes of being an effective Scrum Master.

- ==PMP 753 Leading Construction and Engineering Projects==
This course will enable students to develop an in-depth knowledge of industry-specific subjects in construction and engineering design, planning, and safety. Students will gain a deep understanding of project estimation, construction ethics, and writing contracts as experienced within the construction and engineering contexts. Salient industry and organizational factors that impact the performance of construction and engineering projects will be emphasized.

- ==PMP 754 Leading Healthcare Projects==
In this course, students will understand how to effectively lead projects in the healthcare context. Regulatory, industry, and organizational trends and factors that influence project performance will be studied to derive contextual knowledge that can help improve project outcomes in medical settings, pharmaceutical firms, health care provider settings, and related environments.

- ==PMP 755 Leading Financial Services and Technology Projects==
In this course, students will gain proficiency in using project management (PM) tools to enhance the performance of projects in high technology settings, including in banking/finance. Software development along with other key processes found in such settings will be studied to understand their connection to the project management lifecycle. Technology-based risk factors and regulation will be explored to gain a full understanding of the dynamics that impact project outcomes in these contexts.

Digital Marketing (MDM)

All courses below are three (3) credits each. Yellow highlighted course titles represent elective courses.

- DMG 710 Strategic Digital Marketing Today
This course covers fundamental principles and best practices of digital marketing strategies (e.g., positioning, pricing, etc.) and tactics (e.g., market research-derived segmentation and targeting, packaging, channel management, etc.). An emphasis is placed on marketing frameworks and concepts (e.g., marketing communications, brand management, marketing analytics, etc.). Cross-cultural awareness in digital marketing (e.g., the role of ethnicity and other demographic variables) will also be

examined.

- DMG 712 Digital Marketing Research Methods, Journey Mapping, and Consumer Behavior
Robust knowledge of research methods is fundamental to the digital marketing discipline. This course teaches professionals how to use research techniques to deeply understand and focus on the needs and interests of the consumer in integrated campaigns.

- DMG 714 Leadership, Ethics, and the Legal Landscape of Digital Marketing
This course covers the ethics of digital marketing and product liability, and it explores emerging issues related to the buying and selling of consumer data, the use of artificial intelligence (AI) to predict and influence human behavior, and other consumer privacy concerns.

- DMG 720 Marketing Analytics and Data Visualization
This course covers best practices for gathering, interpreting, and presenting compelling digital data to inspire positive action.

- DMG 722 Branding, Storytelling, and Writing Content for the Digital World
Many campaigns never make it to the market or fall flat in execution because a compelling "story" isn't being told in them. This course integrates brand management principles and marketing frameworks to guide digital storytelling that effectively engages consumers and other stakeholders.

- DMG 724 Digital Design Thinking and the User Experience (UX)
This course focuses on user-centered design (UCD) and associated methodologies, including user research, digitally-enabled user experience (UX), interaction design, and usability testing.

- DMG 730 Paid Digital MarketingTools and Trends: SEM, Display, and Retargeting
Given the dynamic nature of the marketplace and rapidly shifting consumer interests and behaviors, it is critical to have a deep understanding of the digital tools that can be employed to track such shifts and to communicate with consumers in impactful ways.

- DMG 732 Earned/Owned Digital Marketing Tools and Trends: SEO, Influencer, Social Media, and Public Relations
Digital marketers must learn how to expertly leverage content in order to increase the attention consumers pay to their brands. This is an increasingly challenging task given the crowded marketplace and information overload that consumers face.

- DMG 799 Capstone in Digital Marketing
  This course will enable students to integrate the skills and knowledge that were developed in the other courses of the program to complete a digital marketing project for an organization.

- PMP 710 Project Management Essentials
  This course introduces the foundational concepts of project management (PM). It provides an overview of the PM life cycle as defined in the Project Management Body of Knowledge. Several PM knowledge areas such as risk, scope, schedule, quality, monitoring, and communication, among others, will be introduced. Distinctions between project, program, and portfolio management are explored. Achieving literacy in Microsoft Project software is an additional goal of the course.

- DMG 751 Website, Visual Content, and Video Development
  Effective visual design and video production that leads to engaging user experiences require a unique set of skills and a deep understanding of consumer psychology. To help students enhance their ability to create effective designs and videos, this course will combine the highly creative and analytical sides of digital marketing in these domains.

- DMG 752 Digital Consumer Psychology and Decision Making
  This course will provide a deep dive into online and mobile consumer behavior and use an analytics-driven approach to explain why consumers look, pause, click, engage, and buy.

- DMG 753 The Customer Journey: Website and eCommerce Marketing
  In digital marketing, understanding the consumer journey is extremely important. To help students understand that journey and to design impactful digital pathways for it, this course will focus on website and eCommerce marketing strategies that increase customer demand and sales.

Health Informatics (HIF)
All courses below are three (3) credits each. Yellow highlighted course titles represent elective courses.

- HIF 710 Health Informatics Today
  A comprehensive overview of health informatics concepts, techniques, and emerging trends with a leadership lens.

- HIF 712 Population Health & the American Healthcare System
  Overview of healthcare delivery in the United States and Population Health.

- HIF 714 Digital Health
  The advancement of informatics in healthcare has allowed a convergence of digital technologies to improve overall quality, cost, health services outcomes, and patient experiences. This course will explore the theory, applied practice, and impact of current and emerging digital health technologies, including electronic health records, and clinical documentation systems for all demographics.

- HIF 720 Healthcare Data Analytics
  A comprehensive introduction to the current state of the science and practice of analytics in healthcare, including how to "tell the story" the numbers present.

- HIF 722 Healthcare Databases
  An introduction to the theory and application of database management systems.

- HIF 730 Health Information Regulation, Privacy, and Security
  A foundational exposure to legal and ethical issues related to health information privacy and security and the basic technological considerations to meet professional obligations in health informatics practice.

- HIF 732 Healthcare Leadership and Impact
  This course will explore leadership, organizational structure, effective team functioning and provide students with an understanding of the importance of developing high-quality relationships, the impact of motivation, power, and influence, and principles of corporate ethics, and health equity in healthcare.

- HIF 734 Quality Management in Healthcare
  Foundations for understanding, requiring and applying patient safety and quality of care outcomes within the current healthcare environment and with a leadership lens and application for all healthcare demographics.

- HIF 799 Capstone in Health Informatics
  This course aims to thread program content learned throughout the program into a culminating capstone experience.

- PMP 710 Project Management Essentials
  This course introduces the foundational concepts of project management (PM). It provides an overview of the PM life cycle as defined in the Project Management Body of Knowledge. Several PM knowledge areas such as risk, scope, schedule, quality, monitoring, and communication, among others, will be introduced.

Distinctions between project, program, and portfolio management are explored. Achieving literacy in Microsoft Project software is an additional goal of the course.

- **HIF 751 Telehealth Today and Tomorrow**
  This course will provide an overview of the tools, techniques, and challenges associated with telehealth from an informatics perspective.

- **HIF 752 Artificial Intelligence (AI) in Health Informatics**
  This course will review the foundations of artificial intelligence (AI) with applications to the prevention, detection, diagnosis, and prognosis of diseases.

Financial Technology and Analytics (FTA)
All courses below are three (3) credits each. Yellow highlighted course titles represent elective courses.

- FTA 710 Financial Analytics
  A foundation for statistical techniques in business, economics, and finance as applied to management decision-making.

- FTA 712 Data Management
  An introduction to relational databases, data management, and data mining.

- FTA 714 Visual Analytics & Influencing
  A survey of data visualization methods, techniques, and tools to facilitate the understanding of complex data and models.

- FTA 720 Financial Technology Today
  An introduction to trends, innovations, and uncertainties in financial services.

- FTA 722 Emerging Technologies
  An overview of blockchain, cryptocurrencies, cybersecurity, robo-advising, lending and payment systems, and other emerging financial technologies.

- FTA 724 Machine Learning & Artificial Intelligence
  A survey of the foundations of machine learning, deep learning, and artificial intelligence. Learners will explore the application of these tools in finance.

- FTA 730 Decision Making & Risk Management
  A practical overview of making decisions in an uncertain business environment.

- FTA 732 Managing Disruption & Innovation
  An empowering course that highlights the forces of disruptive innovation in the finance industry.

- FTA 799 Capstone in Financial Technology & Analytics
  An opportunity to integrate program content in a culminating experience that will enable an organization to advance its financial technology and analytical capabilities or enhance its fintech products/services.

- FTA 751 Financial Markets & Institutions
  An overview of the structure and functioning of US and international financial markets.

- FTA 752 Emerging Applications & Entrepreneurship
  A hands-on, case-study oriented immersion in how to build a business that involves financial technologies still on the horizon.

- DMG 720 Marketing Analytics and Data Visualization
  This course covers best practices for gathering, interpreting, and presenting compelling digital data to inspire positive action.

- LDR 722 Leadership and Change Management
  The work of a leader is to manage change. This course emphasizes gaining the knowledge, skills, and tools necessary to successfully undertake change efforts. It explores the leadership principles, styles, frameworks, and skills required to guide, motivate, and direct teams. In this course, participants will develop the ability to prepare, support, and assist individuals, teams, and organizations in their pursuit of organizational change. Attention is given to stakeholder management and strategic partnering.

- MGT 7090 Software Technology
  This course is an introduction to the software packages and coding languages for data management and analytics. Topics include importing data, data manipulation, data cleansing, data transformation, creating new variables, and basic data analysis.