

# MAAS Program

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## Introduction

This handbook contains details regarding your MAAS program enrollment. Please review this information thoroughly and contact your Advisor with any questions.

## Program Administration

### MAAS Co-Director & Program Advisor

Leah Tompkins, EdD, CHES

[Letompki@uncg.edu](mailto:Letompki@uncg.edu)

336-303-0549 (Google voice)

### MAAS Co-Director & Director of Graduate Studies

Courtney A. Harrington, PhD

[Caharrin@uncg.edu](mailto:Caharrin@uncg.edu)

## Relationship of the UNCG Catalog to Program Handbook

The Academic Catalog is the publication that documents all academic policies, regulations, and program requirements for a given academic year for all Graduate students and programs. The student's Catalog Year determines their curriculum requirements. Generally, students are subject to the University policies in effect when they first matriculate into your graduate program. Minor changes in policy that will not impact progress toward degree completion may be implemented immediately when it is determined to be in the best interest of students or the University, or if the changes are required by a legislative or regulatory body.

## Official Program Communication

Email is the official method of university communications. *Students must use their assigned UNCG email address at the uncg.edu domain or they will miss important program communications.* Please include your nine-digit UNCG ID# in all email communications with the Graduate School and to your MAAS advisor.

- You will receive program updates and announcements at your UNCG email including the book list, invitations to MAAS Monday webinars, registration information, and graduation details.
- It is recommended that you make your UNCG email your primary email during your enrollment in the program and forward any other personal accounts in to your UNCG email.

- You should check your UNCG email at least every other day while courses are in session in order to check for messages from faculty or MAAS administrators, as well as communications for UNCG.

### About the Program

MAAS is an asynchronous online interdisciplinary graduate program. The program requires 33 hours or 11 courses to graduate. Courses in the MAS program are 7-weeks in Fall and Spring. Courses in Winter and Summer are 5-weeks long. All courses must be taken online at the graduate level (600+ level). Degree progress can be tracked through the Plan of Study form. The Plan of Study form is available online at <https://maas.uncg.edu/wp-content/uploads/2020/05/Fall-2020-Updated-MAAS-Plan-of-Study-Form.pdf>. This form is subject to change and any updated version will be posted on the website at this same link. Your advisor will need the completed Plan of Study form in the **first month** of your last semester of enrollment however you are welcome to send it for review at any time.

### Learning Outcomes

- Intellectual Curiosity: Develop the desire to dig deep, be creative, experiment, and take risks in order to learn.
- Integrative Thinking: See the big picture, think holistically, recognize patterns, and make imaginative leaps based on those patterns.
- Intercultural Competence: Understand cultural differences to help you think, act, and move beyond global, cultural, and organizational boundaries.
- Adaptability: Be flexible, agile when handling change, resilient in ambiguous situations, and able to see beyond black and white to find unexpected solutions.
- Empathy: Demonstrate effective listening, collaboration, and communication skills, and be humble enough to be inclusive and considerate of others' views.

### Academic Calendar - Part of Term

The MAAS program uses the Part of Term calendars for courses. The Part of Term Calendar provides the dates for our 7-week sessions in Fall and Spring. Classes are 5-weeks long in Winter and Summer. The Academic Calendars are maintained by the University Registrar's Office and are online at <https://reg.uncg.edu/calendars/>.

### Curriculum

The Catalog contains the degree requirements for the academic year you were admitted to the program. The link to the program page is: <https://catalog.uncg.edu/interdisciplinary-college/applied-arts-and-sciences/applied-arts-sciences-ma/>

Courses can be completed in any order except ***MAS 695 Applied Capstone Experience must be taken in your semester of graduation.***

If you take electives outside of the MAS program, elective courses must:

- 1) be at or above the 600-level or higher
- 2) be offered online
- 3) be courses open to non-majors as some UNCG departments restrict certain courses to only those in their program

4) not have pre-requisites or has pre-requisites which you already have met. If you select a course that does have pre-requisites, then you may have to take that course as well.

### **Program Continuation**

Graduate programs require students to maintain a Grade Point Average (GPA) of 3.0 or higher to remain in good academic standing. Students with below a GPA 3.0 will be placed on Academic Probation. Per the Graduate School's policy: "Any student whose cumulative GPA for all graduate courses falls below 3.0 will be placed on Academic Probation, effective for the next term during which the student is enrolled. Probationary status will be removed and the student returned to Academic Good Standing if (1) the student's GPA for each term during which the student is on probation is 3.0 or better, and (2) the student's cumulative GPA for all graduate courses is at least 3.0 at the end of the semester in which the student completes nine (9) semester hours after being placed on Probation. If Probationary status is not removed upon the completion of 9 semester hours after being placed on Probation, or if the student achieves a term GPA below 3.0 while on Academic Probation, the student will be dismissed from the program and will be ineligible to continue in the Graduate School." Please review all eligibility to remain in graduate school at <https://catalog.uncg.edu/academic-regulations-policies/graduate-policies/#sectioniacademicrequirementsandregulationstext>.

### **Continuous Enrollment**

The MAAS program adheres to the Graduate School [Continuous Enrollment policy](#) which states: "Students pursuing a graduate degree or certificate program are required to be enrolled from the time of matriculation through degree/certificate completion. Continuous enrollment is defined as completing a minimum of one (1) hour of graduate credit every fall and spring semester, or one semester during the academic year in combination with a summer session. This course work must be approved for the student's program of study and selected in consultation with the Director of Graduate Studies or Advisor. State funds may not be applied to support tuition for any course that is not documented on the student's Plan of Study.

All graduate students must be enrolled for at least 1 credit during the semester in which they are scheduled to receive their degree.

Any student who breaks continuous enrollment must apply for re-admission to the university. If re-admitted, the student will be assigned to the catalog requirements for the program in effect for the re-admit term."

### **Recommending Dismissal**

Recommending dismissal of a student from a program represents the determination of the faculty that the student has not demonstrated an expected level of performance in academic work, including research tasks, or in other critical areas of professional conduct. At the point of recommended dismissal, the student will not be given additional opportunities to remediate the deficiency. Depending on the circumstances, recommended dismissal might follow a period of academic probation. In other cases, it might not involve probation.

Provide your performance standards on which a recommended dismissal could be based.

- These standards may be found in a variety of sources internal and external to the program.

- Internal program documents include course syllabi, evaluation criteria, program milestone deadlines, and comprehensive examination standards. (please provide your expectations!)
- Documents external to the program include university regulations concerning academic or scientific misconduct, and federal regulations regarding the conduct of research with human subjects, as administered by the Institutional Review Board.
- Documents external to the program, being subject to change at any time, always supersede internal program documents when there are discrepancies between them.

Academic program administrators recommend dismissal to the Graduate School as only the Graduate School can officially dismiss a student.

1. The dismissal discussion is confidential.
2. The student may, but is not required to, appear before the faculty, or provide the faculty with a written statement, or both. Any oral or written statement by the student is expected to focus solely on the behavior at issue. (Decide how you want to handle this)
3. The dismissal recommendation is made by the graduate faculty as a whole on a majority vote, based on examination of the evidence. (Decide what works for your program)
4. If the faculty's decision is in favor of dismissal, the recommendation to dismiss the student is communicated in writing to the student and to Graduate School. The Dean of the Graduate School makes the final determination.

### **Timeline**

MAAS students can enroll full-time or part-time. Full-time students take at least 9 hours (3 courses) per semester. Part-time students take 6 hours (2 courses) or less per semester.

Full-time students (9 hours a semester) enrolling year-round (Fall, Spring, Summer) will complete the program in 4 semesters.

- Financial Aid Note: Full-time students who use federal financial aid will have their aid released in the session with the majority of the hours. For example, if you enroll in 1 course (3 hours) in Session 1 and 2 courses (6 hours) in Session 2, then your aid will be used to cover your Session 1 costs and the rest will be held until Session 2 when the rest of the aid will process including any refund due.

Part-time students (6 hours a semester) enrolling year-round (Fall, Spring, Summer) will complete the program in 6 semesters.

MAAS students can opt to register for courses over the Winter session if they choose to do so. Please note the Winter session is considered part of Spring for enrollment and financial aid purposes. Winter session courses will overlap Spring session 1 courses for approximately 7-10 days. Be sure to review the Part of Term academic calendar for exact dates. Part of Term calendars are online at <https://reg.uncg.edu/calendars/>.

Students can change from full-time to part-time and vice versa as needed. Please note there will be an impact financial aid if you change from one enrollment rate to the other. The UNCG Financial Aid Office are the experts on financial aid and should be contacted with any financial aid questions.

Financial Aid Office  
P.O. Box 26170 Greensboro, NC 27402  
Voice: 336.334.5702  
Fax: 336.334.3010  
Email: [finaid@uncg.edu](mailto:finaid@uncg.edu)

### **Milestones**

#### Applied Capstone Experience

- All master's programs require a capstone experience. The MAAS program requires all students take MAS 695 Applied Capstone Experience to meet this requirement.
- The Capstone course earns graduate credit and is pass/fail.
- Your Capstone experience will require you to complete a project under the guidance of a faculty mentor.

### **Establishing In-State Residency for Tuition Purposes**

As a state supported institution, the tuition rate for legal residents of North Carolina is less than the tuition rate for nonresidents. Students who live out-of-state and are taking all courses online qualify for the Outside NC tuition rate posted at <https://maas.uncg.edu/cost/>. Please contact your advisor if you are living outside of North Carolina and are not being assessed the proper tuition rate.

All students wishing to claim North Carolina residency must file through the State's Residency Determination Service at <https://ncresidency.cfnc.org/residencyInfo>.

In order to qualify as a resident of North Carolina for tuition purposes you must have established legal residence ("domicile") in North Carolina and maintained that legal residence for at least twelve months before you apply for classification as a North Carolina resident. In addition to this twelve-month physical presence requirement, there are numerous other factors that must be considered in determining whether or not an individual is a resident for tuition purposes.

Domicile is a legal term defined as a place where a person intends to remain and live permanently, and the place a person intends to return to after any absence. Permanency is the key. Thus, a person who lives in a place for a temporary purpose, for a vacation or to attend college and who intends to live elsewhere when that purpose is accomplished, is not considered to be a legal resident for tuition purposes.

In order to obtain an in-state residency status for tuition purposes, State Administrators must be able to conclude from the information you provide them that your intent is to make North Carolina your permanent dwelling place. Rather than a single action, it is a cluster of events that must produce a preponderance of circumstantial evidence suggesting your intent to remain in North Carolina permanently. In other words, have you done the kinds of things that a permanent resident would do, or have you been acting like a temporary visitor? Each case has its own set of facts and there is no set checklist of items that will guarantee that you will be classified as a resident for tuition purposes.

However, some important information that you are likely to be asked to supply is the following:

- When did you sign your lease, or purchase a home?

- Have you lived there for 365 days? (or somewhere in NC for that length of time)
- When did you obtain a North Carolina Driver's License?
- When did you register your vehicle in North Carolina?
- When did you register to vote in North Carolina?
- Where and when did you last vote?
- Where do you keep your personal property?
- Have you filed a North Carolina Income Tax return indicating that you were a resident during the last tax year?
- Which community or volunteer activities are you involved with off-campus?
- Where did you live before moving to North Carolina?
- How much do others provide for you financially and how much do you provide on your own, either through savings, loans, scholarships, tuition support, stipends?

There will likely be other questions, but these should give you an indication of the types of questions that will be asked on your residency application.

### **Policy**

The Graduate School maintains multiple policies related to graduate student enrollment. All policy information is listed online at <https://catalog.uncg.edu/academic-regulations-policies/graduate-policies/> and pertinent policies are listed below.

#### **Transfer Credits From Other Institutions**

A maximum of 9 credits from another regionally accredited institution can be considered for transfer provided that the course work has not been previously applied towards another credential and a MAAS program representative has reviewed and approved the coursework as acceptable for the MAAS program. The transcript must reflect a grade of B or higher for transfer credit to be granted. Courses with grades of B- or lower will not transfer. The request for transfer credit must be reviewed by a MAAS Advisor, by the Director of Graduate Studies, or other MAAS designee.

Transcripts are not required for courses taken at UNCG (e.g., courses taken as a Visiting Student or from a prior program). In order to request transfer credit be applied to their MAAS Plan of Study, the student must:

1. Contact your MAAS Advisor with each course number, name, and credit hours.
2. Provide your MAAS Advisor with a copy of the syllabus for each class being reviewed.
3. Provide your MAAS Advisor with a written rationale (approx. 1 page or less) of how the transfer credit meets your educational goals or interests and how the transfer credit is related to your MAAS Plan of Study.
4. If approved, complete the UNCG Graduate School Request for Transfer Credit Form and submit to your MAAS Advisor.
5. Finally, an official copy of the transcript with final grade to the UNCG Graduate School once approval from the program is granted.

Courses submitted for transfer credit review must relate to your MAAS Plan of Study and cannot be disparate courses with no relevance to your current enrollment. Students may ask for academic advisement about their Plan of Study at any time however any final decisions about curricular issues (e.g. sequencing, pre-requisite completion, transferability of credits, course waivers) are made by program leadership.

### **Transfer Credit & Time to Degree**

It should be noted that using approved prior transfer credit will start your time to degree with the earliest course approved for transfer. Each student has 5 years to earn the MAAS degree. This means that if you are approved to transfer in course from 3 years ago, then you have 2 years to complete all MAAS degree requirements and graduate. Time extensions are not granted for transfer credit reasons.

### **Time Limits**

Students in Master's degree programs have 5 years from the time of admission to complete all degree requirements and earn the degree. Certificate students have 3 years from the time of admission to complete and earn the certificate.

### **Leave of Absence**

Students who have a need to step out of enrollment for more than two consecutive semesters should complete a Leave of Absence request. A Leave of Absence can be requested for up to 1 calendar year from the time of the request. A Leave of Absence will NOT pause the time limit but it will allow the student to reenter the program without having to reapply. Please contact your MAAS Advisor if you may need a Leave of Absence.

### **Course Substitutions**

Course substitutions are made at the discretion of the MAAS Program Administrators.

### **Grading**

The MAAS program adheres to the Graduate School Grading Scale as posted in the Graduate Catalog at <https://catalog.uncg.edu/academic-regulations-policies/graduate-policies/#sectioniacademicrequirementsandregulationstext>

### **Accelerated Master's Program (AMP)**

MAAS does offer admission through the AMP option. Please review the details at <https://catalog.uncg.edu/academic-regulations-policies/graduate-policies/#sectioniacademicrequirementsandregulationstext>.

### **Certificate Students**

The Global Studies certificate is also administered by the MAAS Program Administrators. Any other certificate will be coordinated by a different academic unit. Please visit the webpage for any other certificate program (other than Global Studies) to determine your contact for that certificate program. Certificates will also require a Plan of Study. Certificate student details are at <https://catalog.uncg.edu/academic-regulations-policies/graduate-policies/#sectioniiisummaryofgraduatschoolregulationsforallcertificatesanddegreestext>.

## **Frequently Asked Questions**

### **Getting Started: Orientation, Enrollment, Registration**

#### **Is there a required orientation?**

A: No – there is an optional orientation through the UNC System at: <https://onlinelearning.northcarolina.edu/>. We recommend this if you are completely new to online learning.

#### **Is there anything I am required to do after admission, other than accept the Intent to Enroll and register?**

A: Yes. All new students must complete the “It Matters” module on Sexual Violence Prevention. Details are at <https://recwell.uncg.edu/wellness/substance-abuse-prevention/alcooledu-first-year-students/> and also below.

**Graduate and Adult Students** will only be *required* to complete the Sexual Violence Prevention module. Sexual Violence Prevention: It Matters is an online, non-opinionated, science-based sexual violence awareness and prevention course for non-traditional student groups, including graduate, professional, online and adult learners. The course addresses the critical issues of sexual violence including accurate definitions, helpful resources, personal and community rights and responsibilities, and information related to bystander intervention education.

Instructions for completing this training, including online login information, will be e-mailed to your iSpartan email account.

#### **When is course registration for the program?**

A: Registration occurs approx. 2 months before Winter/Spring and Summer (usually late October). Registration for Fall is in late April. As a recent admit, you should be able to register in Genie for the upcoming semester after you complete your Intent to Enroll and have an advising appointment. Dates of registration will be available in Genie. Students are responsible for registering themselves. Leah will email registration reminders to your UNCG email account.

#### **What is Genie? Where do I find this?**

A: Genie aka UNCGenie is the student information system. You can locate this through almost any webpage on the UNCG website. It is indicated by the Genie lamp icon -  - found at the upper righthand side of the website. You will need your Student ID and PIN to log in. You can also view the course schedule and other info through Genie without logging in each time.

**What is my student ID Number?**

A: Your Student ID number is also unique to you and is an identifier for your student records and other university needs. It is 9 digits and starts with 88 or 89. Your ID number should have been provided at the time of admission however you can look it up through the link in the next answer about the PIN. **Please include your student ID number** in emails or via phone when communicating with offices on campus such as Financial Aid, Student Insurance, the library, and your advisor as it will shorten reply time.

**How do I get my PIN?**

A: You can activate or reset your PIN at <https://getmypin.uncg.edu>. There is also a student ID number lookup on this website.

**I need to activate my UNCG computer accounts and get my UNCG username. How can I do this?**

A: You will complete the Computer Accounts Activation Form by going to [https://ssb.uncg.edu/prod/hwzkcsar.P\\_UncgCSAR](https://ssb.uncg.edu/prod/hwzkcsar.P_UncgCSAR) or by searching for this form on the <https://its.uncg.edu/New/> website.

**How can I log in to my UNCG iSpartan email account?**

A: Once you activate your accounts, you can log in to the iSpartan suite of apps and softwares. iSpartan includes UNCG email which is a Gmail based email. All students have a UNCG email account. You can locate this through almost any webpage on the UNCG website next to the Genie icon. It is indicated by the “i” icon -  - found at the upper righthand side of the website. Your will need your username and password to log in. You can also access 6-TECH Support, Box, Office365, the campus directory, and other non-Google software through iSpartan.

**Your UNCG email is the official communication method from the program. All program related announcements and notifications will be sent to your UNCG email.**

**How do I register for courses?**

A: You will register yourself for courses. Registration occurs online in Genie (BANNER) student management software. Your Genie log is not the same as your email – you will need your 9-digit student ID number and your PIN. Registration instructions for Genie [are online here](#).

**Who is my advisor?**

A: Leah Tompkins is the advisor for the MAAS program. She supports prospective, new, and current students. You can reach her by email at [Letompki@uncg.edu](mailto:Letompki@uncg.edu) or by phone at 336-256-2581 (office voicemail) or 336-303-0549 (Google Voice). You can also email [MAAS@uncg.edu](mailto:MAAS@uncg.edu) with questions.

**When can I get an advising appointment?**

A: All students are required to have an advising appointment after admission is offered and accepted. After this, advising is available upon request – we are here to support you! Leah will reach out as registration approaches for the upcoming semester to offer appointments prior to the opening of registration. You can reach out at any time though! Advising will be provided in your preferred format (phone, Zoom or other virtual option) and appointments are recommended. All advising information is sent to your UNCG email so please be sure to check this!

**Does it matter how many courses I take each session if I am using Financial Aid?**

A: Yes, the date of the financial aid refund may be impacted depending on how many courses you take and the sessions they are in. \*\*Your refund may be delayed to the 2<sup>nd</sup> session of courses if you are only taking one 3-hour course in Session 1 and one 3-hour course in Session 2. *Your refund will be sent during Session 1 only if you are enrolled in at least 6 hours during Session 1.*

**Degree Completion & Graduation****What classes do I need?**

A: You need a minimum of 33 hours to graduate. You can select 11 courses to take to meet this requirement. Please see the degree requirements below. You can take the Applied Studio Skills courses and Liberal Arts courses in any order you prefer and as they are offered each semester. You are required to take the MAS 695 Applied Capstone Experience in your last semester of enrollment. You will take 5 electives in addition to the 6 required courses. Course options rotate each semester.

**Required MAAS Courses**

Select 2 from the Applied Studio Skills courses below:

MAS 610 Design Thinking  
 MAS 620 Systems Thinking  
 MAS 630 Integrative Thinking  
 MAS 630 Understanding-Data

Select 3 from the Liberals Arts courses below:

MAS 610 Contemporary World  
 MAS 610 Crossing Borders: Literature of Migration  
 MAS 620 Dignity, Identity, and Power  
 MAS 620 Global Human Rights  
 MAS 620 The Global Economy  
 MAS 630 Science, Environment, & The Media

Required Culminating Experience  
 MAS 695 Project Capstone

**What is MAS vs MAAS?**

A: MAAS is the acronym for the full program. MAS is the course prefix used in Genie to locate courses. We are restricted to a 3-letter prefix in the course schedule so we had to give up an A!

**How are my courses tracked?**

A: Your registration history is tracked in Genie. Each student must sign off on their Plan of Study as their semester of graduation approaches. Leah will send an email regarding graduation deadlines, procedures, and commencement info prior to the start of each semester. You will need to complete the Plan of Study and send this to Leah by the deadlines provided for your semester of graduation.

**Should I complete my Plan of Study as I take courses?**

A: This is up to you – you can keep and modify your Plan of Study after completing each course or you can complete it all at once early in the semester of your graduation. Please locate the Plan of Study online at <https://maas.uncg.edu/wp-content/uploads/2020/05/Fall-2020-Updated-MAAS-Plan-of-Study-Form.pdf>.

**How will I sign my Plan of Study?**

A: We are moving to a fully digital system so you can create an Adobe Signature to digitally sign your Plan of Study. We can provide instructions on how to create the Adobe Signature as needed. Many students have other ways to provide their digital signature and we are flexible about the signature is added but please know the university provides Adobe to you as a free software.

**When will I apply to graduate?**

A: You will need to apply to graduate in Genie early in your semester of graduation. Leah will send students eligible for graduation an email about the application deadline and the Plan of Study deadlines early each semester. The Graduate School will also send out emails about applying to graduate.

**Can I transfer in electives?**

A: Yes, in most cases. UNCG allows up to 9 hours of transfer credit from another regionally accredited institution. The program does maintain a transfer credit policy and you must meet the requirements of this policy in order to transfer your courses and use them towards the MAS degree.

~Please note that courses you complete as part of a prior degree are not eligible to be used towards the degree requirements. This is a university policy.~

**What is the MAS Transfer Policy?***Transfer Credits From Other Institutions*

A maximum of 9 credits from another regionally accredited institution may be transferred provided that the course work has not been previously applied towards another credential and a MAAS program representative has reviewed and approved the coursework as acceptable for the MAAS program. The transcript must reflect a grade of B or higher for transfer credit to be granted. Courses with grades of B- or lower will not transfer. The request for transfer credit must be reviewed by a MAAS Program Director, by the Director of Graduate Studies, or other MAAS designee.

Transcripts are not required for courses taken at UNCG (e.g., courses taken as a Visiting Student or from a prior program). In order to request transfer credit be applied to their MAAS Plan of Study, the student must:

6. Contact your MAAS Advisor with each course number, name, and credit hours.
7. Provide your MAAS Advisor with a copy of the syllabus for each class being reviewed.
8. Provide your MAAS Advisor with a written rationale (approx. 1 page or less) of how the transfer credit meets your educational goals or interests and how the transfer credit is related to your MAAS Plan of Study.
9. Complete the UNCG Graduate School Request for Transfer Credit Form and submit to your MAAS Advisor.
10. Send an official copy of the transcript with final grade to the UNCG Graduate School once approval from the program is granted.

Courses submitted for transfer credit review must relate to your MAAS Plan of Study and cannot be disparate courses with no relevance to your current enrollment. Students may ask for academic advisement about their plan of study at any time however any final decisions about curricular issues (e.g. sequencing, pre-requisite completion, transferability of credits, course waivers) are made by program leadership.

### **Can I participate in commencement?**

A: Yes! We hope all of our graduates will choose to attend commencement to celebrate their graduation! Details regarding the university commencement ceremony, as coordinated by the Registrar's Office, are online at <https://reg.uncg.edu/commencement-central/>. This is the office website for all things commencement.

UNCG Online coordinates a program graduation ceremony and/or reception depending on the semester. Details will be sent to your UNCG email by Leah or another UNCG Online staff member.

Please note there is not a university or program ceremony for Summer graduates. Summer graduates are invited to the December graduation after they complete their degree to celebrate!

### ***Program Details***

#### **How long will it take to complete the MAAS program and earn my degree?**

A: It depends on how many courses you take per semester and if that number varies each semester. Most students who take 3-4 a semester can graduate in one year. Those who take 2 or less will be in the program longer. We offer courses in Fall, Winter, Spring, and Summer so students can take courses year-round if they so choose.

#### **How much on-campus time is required?**

A: The MAAS program does not require students to come to campus for any part of the program. However, we invite you to do so when possible (as long as the campus is open and safely operating)! We hope you will visit campus as needed and will consider attending your commencement ceremony to celebrate your graduation! Commencement ceremonies are held in December and in May.

#### **How is the campus handling reopening during COVID-19?**

A: UNCG maintains a website to provide all COVID-19 related information. This website is at <https://update.uncg.edu/> and will provide the most recent updates about the status of campus and COVID-19 related concerns.

## STATEMENT FOR ACCESSING CAMPUS

As UNCG plans to reopen campus in fall 2020, the campus community must recognize and address concerns about physical and emotional safety. As such, all students, faculty, and staff who access campus are required to uphold UNCG's culture of care by actively engaging in behaviors that limit the spread of COVID-19. Actions include, but are not limited to, the following:

- Wearing a face covering that covers both nose and mouth when accessing campus
- Observing social distance when accessing campus
- Engaging in proper hand washing hygiene when possible
- Self-monitoring for symptoms of COVID-19
- Staying home if you are ill
- Complying with directions from health care providers or public health officials to quarantine or isolate if ill or exposed to someone who is ill

Face coverings will be available for purchase in the UNCG Campus Bookstore if you do not bring one with you to campus. Students who do not follow masking and social distancing requirements will be asked to put on a face covering or leave the space they are accessing on campus to retrieve one and only return when they follow these basic requirements to uphold standards of safety and care for the UNCG community. Once students have a face covering, they are permitted to re-enter the space they were in. Repeated issues may result in conduct action.

### **Are summers required?**

A: No – but many students opt to take courses in the summer to maintain progress towards degree. Please note that summer courses are 5-weeks long.

### **Do I need to be available during the week to log in for required classes or lectures?**

A: No. Most faculty do not have synchronous course requirements – meaning you do not need to log in any specific day or time to participate or complete coursework. Some faculty have online office hours or provide *optional* sessions for content review or helpful workshops. Students are not required to log in for these and most faculty record these sessions and post the recordings in the Canvas course for later viewing.

### **When do classes start and end?**

A: Classes in the MAAS program run on 7-week sessions in the Fall and Spring. We also have 5-week sessions in the Summer and over the Wintermester for those who are interested to enroll year-round. The Academic Calendar is maintained by the [Registrar's Office](#). It is important to note that the MAAS program runs on the Part of Term Calendar, rather than the main campus standard 14-week calendar. You can also check your class dates in Genie. Please note that if you take a course outside of the MAAS program, then you may have a 14-week course schedule. It is imperative to review all course details in Genie!

## Calendars

Below are links to official [UNCG Academic Calendars](#) for the indicated years. Official academic calendars are approved by the [UNCG Faculty Senate](#) and the Chancellor, and follow guidelines established by the University of North Carolina General Administration. The academic year begins with each fall semester.

### Academic Calendars

2019–20	<a href="#">Fall 2019</a>	<a href="#">Spring 2020</a>	<a href="#">Summer 2020</a>
2020–21	<a href="#">Fall 2020</a>	<a href="#">Spring 2021</a>	<a href="#">Summer 2021</a>
2021–22	<a href="#">Fall 2021</a>	<a href="#">Spring 2022</a>	<a href="#">Summer 2022</a>

### Archive

#### Parts of Term

*includes final grading dates and refund dates*

2019–20	<a href="#">Fall 2019</a>	<a href="#">Spring 2020</a>	<a href="#">Summer 2020</a>
2020–21	<a href="#">Fall 2020</a>	<a href="#">Spring 2021</a>	<a href="#">Summer 2021</a>

MAS courses are on the Part of Term Calendar

### **Should I plan extra time for finals at the end of the semester?**

A: Not all courses require finals and any final exams should be listed on the syllabi at the beginning of each session. Be sure to review syllabi in detail at the beginning of each course to confirm course requirements and due dates.

### **How much time each week should I allot to coursework?**

A: This really varies based on your number of courses, personal schedule, and ability to move through the coursework. Most students report spending an average of 10-12 hours per week per course.

### **What amount of effort is needed for a 7-week course?**

A: The 7-week courses contain the same amount of content as a typical 14-week course but with a compressed timeline to allow you to focus on fewer courses at a time. You should plan to dedicate the more time per week than a 14-week undergraduate course because 1) graduate courses require additional effort and 2) due dates tend to be close together.

### **Do I need to do all my coursework during the week or can I complete it on the weekend?**

A: You can complete the coursework on your own schedule each week but be sure to observe due dates and discussion board policies. Our most successful students log in to their classes each day or every other day while courses are in session. Faculty will post course updates, announcements, grades, feedback, and other related items in their Canvas course so constant access is imperative to success.

**I am traveling for work in the middle of a class. What do I do about coursework?**

A: Students often have travel planned while the online classes are in progress. You are encouraged to work ahead as much as possible prior to your departure as well as ensure you will have constant and reliable access to the internet while away from your home. Internet access is usually plentiful if traveling within the United States as well as in many other countries, however, please be sure to communicate with your faculty and advisor if you are traveling internationally and will be offline due to travel for more than 7 days. The best advice: Plan ahead and communicate, communicate, communicate!!!

***Tech-y Stuff***

**How can I get a student ID card?**

A: You can request this online at <https://spartancard.uncg.edu/photolink/>. Be sure to follow the instructions for Distance Learners. You will need a student ID if you plan to access campus to use the library or other similar resources. Many students also tend to want their student ID to be able to verify their student status as needed and to get those student discounts! Pro Tip: Amazon Prime has a student rate!

<https://spartancard.uncg.edu/photolink/>

**DISTANCE LEARNER**

If you are a distance learner (enrolled in a distance/online-only program), you can request a SpartanCard by using our Distance PhotoLink below.

Keep scrolling on this webpage to find the Distance Link

- ❖ Forward facing
- ❖ Light background
- ❖ Good lighting
- ❖ Whole face/head
- ❖ Color photos only
- ❖ Natural facial expression
- ❖ Head and shoulders only
- ❖ In focus
- ❖ Only cardholder in photo
- ❖ No head coverings\*
- ❖ Centered
- ❖ Image size of at least 300 x 300 pixels (larger is better)

\*exceptions made for religious observance

CAMPUS | DISTANCE | EMPLOYEE

**Can I forward email out of my UNCG email address and into my personal account?**

A: We recommend checking your UNCG email as your primary non-work email throughout your time of enrollment to ensure you receive messages and announcements from faculty, staff, and the program. You may want to forward your UNCG email to your personal email or vice versa to cut down on number of emails you need to check. We hope you will pick your UNCG account! UNCG is a Google campus!

**I am having an issue with my email or other student account. Who do I contact?**

A: You need 6-TECH! ITS support is available to all students around the clock. Their website is <https://its.uncg.edu/> or you can call 336-256-TECH (8324). ITS can assist with email, Canvas, or other technical issues.

**When will I have online access to my courses in Canvas?**

A: Courses must open in Canvas the first day of each session however, many faculty open them a bit early.

**When does access to courses go away?**

A: Your courses will leave your Canvas Dashboard soon after the last day of each session. You

should have continued access through the “All Courses” link under the Courses Icon.



You will want to download or export any course materials or assignments you may want to keep shortly after each class ends so you don't spend time later trying to retrieve it all.

### **Tuition, Fees, & Other Costs**

**What are the tuition costs?**

A: Tuition varies based on the number of hours you enroll in each semester. For basic info, visit <https://maas.uncg.edu/cost/>. Tuition is subject to change each year. For detailed schedules of tuition & fees, visit <https://csh.uncg.edu/>.

**What about the student fees?**

A: Online students also have to pay some associated fees, including technology and registration fees, which typically add up to less than \$200 per semester. *Online students are not required to obtain student health insurance.* For detailed schedules of tuition & fees, visit <https://csh.uncg.edu/>.

**Do I need to pay to get my immunizations updated?**

A: Online students are not required to submit immunization records. You may receive a letter/email from Student Health Services (SHS) indicating you need to submit these records, however, you can disregard this message as student taking all your courses online. We have asked the SHS staff to refrain from sending this message to our online students but they sometimes will still send them out. \*sigh\*

**Can I waive out of some or all of these fees?**

A: No. There are no fee waivers for the required fees.

**Are students in the MAAS program able to defer student loan payments?**

A: You will want to check with your lender however, generally students enrolled at least part-time (6 hours/semester) are usually eligible to defer their student loans. You may need to send in transcript or enrollment verification to be able to defer your loans. Official transcripts can be ordered at <https://reg.uncg.edu/transcripts/> and enrollment verification instructions are available at <https://reg.uncg.edu/verifications/>.

**What is the minimum credit requirement per semester?**

A: [Please see the Continuous Enrollment Policy](#)- An excerpt of important info is below:

“Students pursuing a graduate degree or certificate program are required to be enrolled from the time of matriculation through degree/certificate completion. Continuous enrollment is defined as completing a minimum of 1 hour of graduate credit (including 699/799) every Fall and Spring semester, or one semester during the academic year in combination with a Summer Session. This coursework must be approved for the student’s program of study and selected in consultation with the departmental Director of Graduate Study and or advisor/committee chair.

All graduate students must be enrolled for at least 1 credit during the semester in which they are scheduled to receive their degrees/certificates.

Any student who breaks continuous enrollment must apply for re-admission to the university. If re-admitted, the student will be assigned to the catalog requirements for the program in effect for the re-admit term.”

### ***Books & Supplies***

**How will I know what books to order?**

A: We will email a book list your UNCG email ~7-14 days before the start of each semester.

As of now, you can review the past syllabi at <https://maas.uncg.edu/program-details/all-courses/> however, please note that some faculty may change books. It may be ideal to wait to review the current syllabus for each course to confirm book selection or email your faculty to confirm this information.

Some book information for the MAAS courses is provided to the UNCG Bookstore. You can search your courses for book information at <https://uncg.bncollege.com/shop/unc-greensboro/page/find-textbooks>. Please note the course prefix for the program must be 3 characters so it is MAS. You are also likely to find book info here for courses outside the program.

**Should I order hard copies of textbooks or can I get the e-book version?**

A: This will be up to you – many students prefer the hard copies like the good ole days however, you can use eBooks as well.

**Do I have to order books from the UNCG Bookstore?**

A: No – you can obtain your books from any location or retailer as long as you have them by the first day of class each session.

**I need a new laptop – can I order one through UNCG?**

A: Yes, 6-TECH coordinates this if you want to purchase through the university. Please visit <https://uncg.service-now.com/support> and search “Student Laptop Program”.

**Bonus Pro Tip:** Search “Student Software” to learn about options to buy and download software to your current or new computer for free or for a very low cost!

**What level of technology proficiency is required?**

A: You should be familiar with Microsoft Office software (Word, Excel, PowerPoint) and should be able to perform routine computer operations such as downloading and installing software, accessing resources, and managing files and folders. For more advanced requirements, please consult with 6-TECH or the specific manufacturer of the product or software as needed.

### *Everything Else*

**I am a military affiliated student and want to use some education benefits. Who can help me with this?**

A: Our Military Affiliated Center! The VA certifying official and our dedicated support staff work out of this office. Learn more and contact them at: <https://military.uncg.edu/>

**I am driving to campus to use the Library/Speaking Center/Writing Center/Something else - Where can I park?**

A: Well, it depends on the day - Visit: <https://parking.uncg.edu/parking-operations/visitors/> to see specific evening and weekend parking info. If visiting during a weekday before 5pm, you will most likely need to park in a paid deck. Beware the decks can tend to fill during these times so have a backup parking plan just in case. Street parking on Oakland Avenue or on the streets near campus tend to have free and/or short-term parking.

**I need to use a Lactation Room while on campus– are these available?**

A: Yes! Hurray for babies! There are several Lactation Rooms available – Visit [http://library.uncg.edu/spaces/lactation\\_room.aspx](http://library.uncg.edu/spaces/lactation_room.aspx) to learn more.

**I have a documented learning disability or other condition for which I will claim ADA accommodations – who do I contact to get registered for accommodations?**

A: Please contact the Office of Accessibility Resources and Services – their website is <https://ods.uncg.edu/>. Students will need to provide a letter of accommodation to each faculty member at the start of each course (ideally on or before the first day of class) in order to have reasonable accommodations met for each course.

**I plan to visit campus and want to locate an all-gender or single stall bathroom. Where are these located?**

A: Please visit <https://intercultural.uncg.edu/student-advocacy-outreach/resource/genderneutral> to view the list of all-gender and single stall bathrooms.

I have a preferred name and do not wish to be called by my legal name of record. How can I update my name on the roster and in Canvas?

A: You can update your Preferred Name through the link below but please note this is not a legal name change with the university. This will only update your name in Genie and in Canvas. Your

transcript and other official university documentation will reflect your legal name as shown on your application. <https://reg.uncg.edu/policies/changes-to-personal-information/>

**Where I can I get something to eat while on campus?**

A: There are many options during normal operating times! Please be sure to check the website for operating hours before coming to campus. The EUC, Fountainview, and The Marketplace tend to have the best hours to get food. Visit <https://www.dineoncampus.com/uncg> to learn more about on campus dining. Engulfed by campus are also two centrally-located long-time favorites: Yum Yum's (no website of course – only takes cash) and [Old Town](#). Tate Street runs along the East side of campus and has many restaurants as well. **Super Special Pro Tip:** Sushi Republic has a great lunch special most days! Also, be sure to mention your student status if you have your ID. Many places near campus offer a student discount.