MSIT eBusiness Technology Program
Student Handbook 2015-2016

Institute for Software Research
School of Computer Science

The MSIT (Master of Science in Information Technology) eBusiness Technology program is administered by the Institute for Software Research (ISR), a division of the School of Computer Science (SCS) at Carnegie Mellon University (CMU). All students in the MSIT eBusiness Technology program are graduate students in SCS.

This document is intended to supplement, and does not supersede, Carnegie Mellon University policies, regulations and community standards, which may be found at http://www.cmu.edu/policies. In the event of any conflict between this document and official CMU policies, the official policies govern.

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PROGRAM STRUCTURE

0.0 Faculty and Administrative Staff

Program Director: Michael I. Shamos, Distinguished Career Professor, ISR and LTI
Associate Director: Patty Mackiewicz
Program Faculty: Saeyoung (Sophie) Jeong, eBusiness Research Fellow, ISR
Program Faculty: Terry Lee, Assistant Teaching Professor, ISR
Program Faculty: Jason Mussitsch, eBusiness Instructor, ISR
Program Faculty: David Riel, eBusiness Instructor, ISR
Program Faculty: Sujata Telang, Associate Teaching Professor, ISR
Program Faculty: Kurt Wescoe, eBusiness Research Fellow (part-time), ISR
Consulting Faculty: Eric Anderson, Systems Scientist, SCS; Matthew Bass, Assistant Teaching Professor, ISR; Jaime Carbonell, University Professor and Director, LT; Lorrie Cranor, Professor, ISR; Jeffrey L. Eppinger, Professor of the Practice, ISR; Sunder Kekre, Professor and Director, Center for E-Business Innovation, Tepper, also Director, PNC Center for Financial Services Innovation; Anthony Lattanze, Teaching Professor, ISR; Brad Myers, Professor, HCII; Norman Sadeh-Koniecpol, Professor, ISR; Tuomas Sandholm, Professor, CSD; Robert Thibadeau, Adjunct Instructor, ISR
Program Administrator: Amber Vivis, ISR
Recruiting Coordinator: Tami Radomski, ISR
Administrative Coordinator: Dabney Gordon, ISR

The Program Faculty work with the student teams throughout the degree program. They are not managers and do not tell the teams what to do. Their role is to ensure that the teams function effectively and provide advice. They attend task kickoffs, team presentations and some team meetings. They also have a major role in grading because they determine the team professional and individual professional components of task grading.

The Consulting Faculty have special expertise in the subject matter of the tasks. They work with and meet with the teams during the tasks for which they are responsible. Consulting Faculty determine the team technical and individual technical components of task grading.

Issues relating to administrative operations should be referred to Amber Vivis. Questions of administrative policy should be taken up with the Associate Director. Matters of academic policy should be brought to the attention of the Program Director.

0.1 Syllabus

The program consists of 16 tasks, each lasting 2-3 weeks, and a final Practicum project lasting 8-10 weeks. The purpose of tasks is for the students to learn skills that cannot be taught effectively in a classroom setting and to work on projects that are
too large for a single individual. The skills learned are not only technical, but include professional abilities, such as:

- Team organization
- Creating professional deliverables
- Consulting skills
- Presentation skills
- Working under short, unmovable deadlines
- Assimilating cultural differences
- Personal time management
- Dealing with unforeseen circumstances, such as illness or absence of team members
- Ability to make sense of poorly or erroneously defined problems
- Triage (the ability to separate masses of material into those relevant, irrelevant and potentially relevant)
- Ability to learn and apply new material quickly

0.2 Program Scenario
The program operates under the hypothesis that each student is a consultant working for a fictional consulting company named ebConsultants LLP, a limited liability partnership based in Pittsburgh but having an international clientele. This firm has many different practice areas, but the eBusiness consultants rotate through the Health Care, Banking, Retail and Logistics practices. Each eBusiness consultant reports to the eBusiness Consulting Director, Dr. Ajit Singh. Every few weeks, the consultants will be given access to a task memo describing an eBusiness problem faced by one of the company’s clients. The clients are real corporations, mostly based in Pittsburgh, and the problems are realistic. In some cases, the clients are actually aware that they are the subjects of study here at CMU. The task memo and accompanying materials will specify certain deliverables to be supplied to the client during the task. The deliverables may be designs, reports, software, business analyses or other items requested by the client.

0.3 Team Composition
Tasks are performed completely by teams. The reason for this is that real work in a job setting is almost always conducted by teams, and it is essential for students to perfect the skill of functioning as part of a team. The teams are chosen by the Program Faculty five times during the program – before each set of four tasks and once again for the Practicum. The purpose of rotating teams is to give you the chance to work with a large number of your colleagues during the year and also to assist you in learning the skills of team organization and management through repetition.

Except during the Practicum, all teams work on the same task at the same time. It is the obligation of each team to organize itself quickly to produce the required deliverables. The deliverables are designed for you to be able to demonstrate the skills you have acquired during the task. Teams choose their own meeting times and divide up their work however they see fit. Doing this properly is an important skill, and one that must be learned through practice.
The team concept is central to the eBusiness Technology Program. Students may previously have been accustomed to doing individual work in college, and may be expecting that good individual performance will result in good grades in this program. That view is incorrect. What matters is TEAM performance. If you do good work but your team does not produce good results, you will not get a good grade. The principle of team performance is reflected in the policies of the program. It is why we do not permit students to take course overloads (because their team will suffer), why we do not allow students to accept employment during the program, why attendance at various team events is mandatory and why absences from school must be approved in advance. In this program you are not an individual – you are a member of a team.

0.4 Task Kickoffs
Each task has been created by a Carnegie Mellon consulting faculty member. Tasks begin with a kickoff meeting in which the faculty member explains the task and gives a background presentation about the subject. ATTENDANCE AT TASK KICKOFFS IS MANDATORY. There is normally a MANDATORY Q&A session for the whole class shortly after kickoff, within a day or two, and each team will meet separately with the Consulting Faculty member once or twice more during the task. The faculty member will attend the task presentations, described below. The faculty member also evaluates and provides feedback on the deliverables.

0.5 Task Presentations
At the end of each task, all students in the program gather for a MANDATORY meeting at which each team gives a brief (10-minute) presentation, usually using PowerPoint or Prezi. Task team presentations will be divided into 2-3 sessions. Attendance is MANDATORY for members of all teams in their scheduled session. Team members are not required to attend sessions in which their team is not scheduled to present. The purpose of the presentation is to convince the client’s management that the team’s advice and recommendations should be followed. The presentation is NOT simply a summary of the deliverables, or a narrative of what the team did during the task. It is an important exercise in persuasion that is a critical part of any consulting practice. No student may make more than one task presentation while they are with the same team. The purpose of this policy is to ensure that all students have a chance to practice presentation skills.

0.6 Definition of “Mandatory”
A mandatory event is one that you must attend, unless approval to be absent has been received from Associate Director via email. It makes no sense to define an event as mandatory without an enforcement tool. The penalty for missing one mandatory event during a task is that your individual professional grade (explained below) for that task will be cut in half. Missing two mandatory task events will result in an individual professional grade of zero. If you miss more than two mandatory task events, you will fail the task. This is the list of mandatory events: task kickoff, Q&A session, exams, meetings with Consulting Faculty and final presentations. Attendance will be taken at mandatory events. Team meetings are not defined as mandatory, but absence from team meetings will affect your team’s performance and your individual professional grade.
Grade Penalty Matrix for missing mandatory meetings:

<table>
<thead>
<tr>
<th>Category</th>
<th>Sub-category</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory meetings</td>
<td>Up to 50% of the planned duration (1st time)</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>More than 50% of the planned duration (1st time)</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Up to 50% of the planned duration (2nd time)</td>
<td>75%</td>
</tr>
<tr>
<td></td>
<td>More than 50% of the planned duration (2nd time)</td>
<td>100%</td>
</tr>
</tbody>
</table>

- 50% of the planned duration example: 30 minutes late for a 1 hour Q&A session
- Planned duration is based on the length of the meetings in notifications for each task.
- Penalty will be applied to individual professional scores that a student gets. (100% means the student will get zero points for his/her individual professional score)
- Measuring the number of days is not based solely on the days of absence from campus. It is based on the absence from the team participation.

The Program Faculty will determine the number of days of absence by observation, and taking other students’ feedback into consideration.

0.7 Program Faculty
The role of the Program Faculty is to guide the students through the program. They attend team meetings, provide advice and generally make sure that teams remain focused and functional. The Program Faculty are intimately familiar with the program and the team methodology. However, they do not act as managers and do not give direction to the teams. They also do not provide solutions to the problems raised in the tasks. That work is solely up to the team.

0.8 Required courses
Because the eBusiness curriculum is task-based, no traditional courses are offered in the program itself. However, there are TWO REQUIRED SIX-UNIT COURSES outside of the program. Students who do not have adequate skills in the Java programming language must take 08-671 and/or 08-672, “Java for Application Programmers” and “J2EE Web Application Development” as a required course during the fall semester. These courses were originally designed for eBusiness Technology students. If you believe that you already know the material in 08-671 and/or 08-672 and do not want to take these courses, you must seek an exemption from Prof. Eppinger. Unless you have been specifically exempted from 08-671 and/or 08-672, you must take them. PLEASE NOTE: Even if you took Java previously at another institution, and even if you have a Java certification, you must still obtain an exemption. If you are exempt from 08-671 and/or 08-672 by the course professor, you MUST take a graduate computer science course in place of either or both of them. 08-671 and/or 08-672, or any course taken in place of 08-671 and/or 08-672, ARE REQUIRED and do not count for elective credit. In addition to the required course, each student must take electives as described below.
0.9 Electives
To allow students to take advantage of learning opportunities in the University, each
student is required to take the equivalent of one University course (12 units or TWO
6 unit mini-semester courses) IN BOTH THE SPRING AND SUMMER
SEMESTERS, in addition to the tasks for a total of two full courses or four mini
courses, totaling at least 24 units. ONLY GRADUATE COURSES CAN BE
USED TO SATISFY THE ELECTIVE REQUIREMENT.

PRIOR TO REGISTERING FOR ANY ELECTIVE COURSE, students MUST
obtain approval of their elective course schedule from the Associate Director.

MSIT eBusiness Technology students are not permitted to take any Computer
Science Undergraduate courses UNDER ANY CIRCUMSTANCES. The
workload of CS Undergraduate courses is so great as to be inconsistent with
eBusiness Technology team responsibilities. Approval will NEVER be given
and, in any event, undergraduate courses do not count towards your elective
credits. NO EXCEPTIONS WILL BE MADE!

Fall Semester – Because you will be taking 08-671 and/or 08-672 (or a substitute
course) during the fall semester, you may not take any other academic course except
that you may take 08-732, “Law of Computer Technology” with Prof. Shamos. The
reason 08-732 is approved is that the homework load is determined by Prof. Shamos
and is designed not to interfere with task responsibilities.

You may also take one non-academic course (such as an athletic course) that does not
require homework, at any given time, even in the fall semester, but it will not count
toward your elective requirement.

Spring Semester - Prior to the registration period for the spring semester, students
can choose any CMU graduate course that is relevant to eBusiness as an elective.
You must obtain approval in advance from the Associate Director to register for
that course.

Summer Semester – For the summer, you may choose a different graduate course
that is relevant to eBusiness. You still must obtain approval in advance from the
Associate Director to register. No more than one course will be approved to be taken
simultaneously with the Practicum. You may take two mini courses if they are in
different mini semesters.

Summary: During the Fall Semester you must take either Java 08-671 and/or 08-
672, or, if you have been exempted from Java, then another full-semester graduate
course relevant to eBusiness. These are required and do not count toward elective
credit. You may also take 08-732, which DOES count for elective credit. You need
a total of two 12-unit elective courses (or equivalent) in order to graduate. If you do
not take 08-732 during the fall semester, then you must take at least one 12-unit
course or equivalent in the Spring AND Summer semesters. The summer is very
busy because of the Practicum. You may not take both electives during the summer.
It is each student’s responsibility to sign up for enough courses to meet the requirements.

**Overloads:** Many of our students have fine academic records from other universities and feel quite able to handle heavy course workloads. This is not permitted in eBusiness Technology because in your previous degree programs you probably did not have team responsibilities. If you had to stay up late and get little sleep it didn’t affect anyone but you. In eBusiness Technology, it will hurt the performance of your team and will result in low grades for both you and your team. Students may not register for academic courses other than 08-671 and/or 08-672 (or its substitute) and approved electives. Taking additional academic courses constitutes an overload and is not allowed. The reason for this policy is that the principal learning vehicle in the program is the set of team tasks. It is not feasible for students to perform adequately as team members if they have outside course responsibilities. If you believe that your job prospects will be improved because of the appearance of certain course titles on your transcript, you are WRONG. If, after considering that statement, you still believe that you must load up your transcript with course titles, you are in the WRONG DEGREE PROGRAM and you should consider immediately transferring to a different program.

**0.10 Practicum**
After the 16th task, new teams are formed for the Practicum. Each Practicum project is provided by an outside sponsor. The problems are real ones of genuine interest to the sponsor. Each team will work for a different sponsor, and the sponsor is granted a license to all work and deliverables produced during the Practicum. Each Practicum team will be assigned both a Program Faculty member and a Consulting Faculty member. The main objective of each Practicum is sponsor satisfaction. Under CMU policies, the sponsor will receive a non-exclusive license to any materials developed by the team. At the end of the Practicum, each team will give a public presentation attended by the students, the sponsors, the public and next year’s incoming students. A panel of independent judges evaluates the 20-minute presentations. The team that is pronounced best by the judges will receive a substantial cash prize. The evaluation criteria are (1) effectiveness of the presented solution; and (2) quality of the presentation. In prior years, the first prize has been as high as $18,000. The Practicum is an integral part of the degree program and has a weight for grading purposes equivalent to three tasks. Practicum grades are unrelated to the cash prize and are decided by the Program Faculty and Practicum Faculty Advisor prior to the Practicum competition.

Each team must submit its final team report and a copy of its Practicum presentation to the Program Director prior to graduation. No team member can receive a diploma unless this has occurred.

**0.11 Participation in School of Computer Science Activities**
The CMU School of Computer Science is one of the largest and best in the world. The variety of opportunities it offers is staggering. You are encouraged to attend guest lectures and seminars to the extent your team responsibilities will permit. (You
Section 1
ACADEMIC POLICIES

1.1 Reasonable Person Principle or “RPP”
It is a long-standing and revered principle of the School of Computer Science that members of our community are expected to act reasonably, and therefore we try to keep formal, written policies to a minimum. The faculty do not burden the students with numerous rules, and, in return, we expect the students to not try to find technical loopholes that violate the clear intent of the policies. In any situation not covered by an explicit rule, you should ask yourself how reasonable people would behave in that situation.

1.11 Conformance to University Policies
The MSIT eBusiness Technology program expects honesty, integrity, and ethical and professional behavior from all students. Students forfeit good standing as a result of involvement in any form of cheating or plagiarism, unethical, dishonest, or unprofessional conduct, unauthorized representation of the CARNEGIE MELLON community, abuse of CARNEGIE MELLON faculty, staff, students, or other resources or harassment of CARNEGIE MELLON faculty, staff or students. Students with delinquent accounts at the HUB are also not considered to be in good standing. We understand that our students come from a wide variety of backgrounds and cultures, but we expect them to realize that certain behaviors that are acceptable in other countries are not acceptable at Carnegie Mellon.

1.12 Cheating
It is an absolute requirement that the work you submit must be your own; unless you specifically identify the source of any material that is not yours. This includes quotations and material from websites. In any written work (including presentations) you MUST list any person other than yourself who assisted you in preparing that work. Anyone who submits work from another source without acknowledgement will, at a minimum, fail the task in which the work is submitted. In addition, the student will be subject to suspension or expulsion under University policies. See the CMU Academic Integrity Policy at http://www.cmu.edu/policies/student-and-student-life/academic-integrity.html. THE PROGRAM DIRECTOR, THE FACULTY AND THE UNIVERSITY ARE VERY SERIOUS ABOUT ENFORCEMENT OF THE CHEATING POLICY. Historically, approximately one student every two or three years has been forced to leave the program because of violation of the cheating policy. If you have to leave the University, your student visa will be terminated and you will have to return home under very unfortunate and embarrassing circumstances. Do not let this happen to you.

You are not permitted to copy material from web pages, including Wikipedia, and present them as your own work. This violates CMU’s Policy on Academic Integrity, which states, “In all academic work to be graded, the citation of all sources is
required. … Plagiarism is defined as the use of work or concepts contributed by other individuals without proper attribution or citation. Unique ideas or materials taken from another source for either written or oral use must be fully acknowledged in academic work to be graded.”

We are aware that acts that constitute cheating can be viewed very differently in different countries and cultures. However, CMU is a U.S. university and its policies reflect U.S. culture. Employers expect that students who graduate from CMU have obtained their degree legitimately. If you have any doubt whether proposed conduct would be considered cheating under CMU policies, ASK FIRST. You may start with a Program Faculty member, or ask any Consulting Faculty member or the Program Director.

1.13 Graduation Requirements
To graduate, students must satisfactorily complete 110 units of required tasks, a 31 unit practicum, 08-671 and/or 08-672 or a substitute if you have been exempted from 08-671 and/or 08-672 (12 units) and 2 electives (12 units or more), for a total of 177 units and must be in “good standing” as defined in section 1.11. MSIT eBusiness Technology program candidates must return any materials borrowed from the program (such as books, software and keys), or any other property of Carnegie Mellon (such as library books) prior to the last day of classes in their final semester of the program.

1.14 All Tasks and Practicum Required
Passing all of the tasks in the MSIT eBusiness Technology program curriculum, the required courses, electives and the Practicum, is required for graduation. If you fail a task, you must perform remedial work and achieve a C. If you fail the Practicum you cannot graduate until you repeat the Practicum one year later. If you fail a course other than a task or the Practicum whose credits you need for graduation, you must take another to make up the necessary credits. It has proven to be dangerous to try to finish your elective requirements during the summer. If you fail a required elective, you will not graduate.

1.15 Course Grades
The grading scale for the tasks and the Practicum is:

A, B, C or F

No plus or minus grades are available for tasks or the Practicum. (This does not apply to 08-671 and/or 08-672 and elective courses.) The reason is that tasks and the Practicum represent team work and it is impossible to specify individual grade for team efforts with the precision that is implied by plus and minus grades.

A student receiving an “F” on a task must remove the “F” with additional work. Under such conditions, the maximum grade that can be obtained is a “C”. Grades of “A”, “B” or “C” on tasks are final. Any incomplete grade not resolved within one semester will become a failing grade, an “F” by default. A student must maintain a 3.0 grade-point average (GPA) in order to remain in good standing in the program. Grading is based on a combination of factors, including quality of deliverables,
Program Faculty comments, presentation skills and an individual evaluation, which may be in the form of a personal interview or written examination.

Students may request that one (1) exam be rescheduled for good cause. Permission for exam rescheduling must be obtained by the Associate Director via email IN ADVANCE.

Each student is graded individually for each task on a scale of 100%. Each team is also graded on a scale of 100%. The individual and team grades are further subdivided into a “technical” grade and a “professional” grade. The technical grade evaluates your technical skills in the subject matter. The professional grade reflects time management, etc. Because this is a technology program, the technical grade is weighted higher (2/3) than the professional grade (1/3). Thus, there are four components to your grade on each task: team technical, team professional, individual technical and individual professional.

Your individual and your team grades are weighted equally and multiplied together (not added) to determine your task grade, which is the square root of the product of the two grades. (This is known as the geometric mean.) If you do very well individually but your team does badly, you will not get a good grade. If your team does well, but your individual grade is low, your task grade will be low. Therefore, it is essential for everyone to work toward team success. This grading method is designed to solve the “slacker problem,” which results when a student believes he can do very little work but rely on the energy of his teammates to carry the load. This will not work, because you will receive low individual grades and may not even pass the task. Please consider this grading system. Your team and individual grades count equally. This means that the performance of your team is JUST AS IMPORTANT as your personal performance in determining your task grade. You must help your team perform well.

1.16 Exams
It is a serious offense to take any mobile phone, smart watch, pager, or other electronic means of communication or tape/CD/MP3 player to an exam other than your personal computer or tablet if such use is permitted during the exam. If you are caught in possession of any unauthorized equipment, whether or not you intended to use it, “Individual Technical” grade for that task will be set to “F” and no appeal will be possible. More severe penalties are available, depending on the circumstances of individual cases (i.e. cheating, etc.).

Upon arrival to exam room you will be asked to place any items you carried into room (i.e. backpack, electronic devices, purses, etc.) in the back of room. You will be required to submit your cell phone and your CMU ID to administrative staff during the exam; these will be returned after you turn in your completed exam.

If a student needs to use the restroom during the exam, one person at a time will be permitted to leave the exam room.
Students may not communicate with any person except eBusiness faculty members during the examination by any method, including oral, or electronic means, including telephone, email, or text messaging.

1.17 Transcripts and Grade Reports
Unofficial transcripts are available on-line. Official transcripts are available only from the HUB and must be picked up in person or mailed by the HUB. The HUB mails grade reports to the permanent address of all students at the end of semester. University policy prohibits the release of grades over the telephone, by fax or by email.

The MSIT eBusiness Technology program courses are regarded as mini courses within a semester. Due to this, not all task grades will appear on your transcript at the time when the task was completed. Please see the Associate Director if you have any questions over timing of grades.

1.18 Leave of Absence - Program Withdrawal
Students in good standing can take a one-time Leave of Absence for up to one calendar year by completing a “Leave of Absence” form available from the HUB’s website. The student requesting the leave must complete the form and turn it in to the MSIT eBusiness Technology program administration. Leaves of absence for more than one year are not automatic and must be justified to the Program Director.

1.19 Absences
The MSIT eBusiness Technology Program views attendance as an individual student responsibility. All students are REQUIRED to attend MANDATORY MSIT eBusiness Technology program events, including task kickoffs, Q&A sessions, exams, meetings with Consulting Faculty, task presentations and practicum team/sponsor meetings. Otherwise, an excuse IN ADVANCE is required and a satisfactory explanation for the requested absence must be provided to the Associate Director via email. Oral permission is not sufficient. Students are expected to attend all required program events. If you receive an approval from Associate Director to be absent you must make satisfactory arrangements with your team and your Program Faculty in advance concerning any absence.

Among the reasons absences may be considered excused by the program are the following:

- Death or major illness in a student’s immediate family. Immediate family may include: mother, father, sister, brother, grandparents, spouse, child and others deemed appropriate by the Associate Director or Director.
- Illness of a dependent family member.
- Illness that is too severe or contagious to allow the student to attend University sessions (to be determined by Health Center or off-campus physician). Paperwork submitted to the Associate Director must state that you are unable to attend for health reasons.
It is sometimes impossible to obtain an excuse in advance (in the case of illness, for example). In such cases you must seek retroactive permission immediately on your return.

Among the reasons absences may be considered excused by the program are the following:

- Attendance at a conference at which a paper authored by the student will be presented.
- A job interview arranged by the Recruiting Coordinator and/or student. However, effort should be made to schedule interviews so they do not conflict with scheduled meetings, as this type of absence will not be approved automatically.

**The Associate Director must approve all absences regardless of reason for absence in advance via email.**

For absences of more than two days the following requirements must be met while physically not at Carnegie Mellon:

- Must continue to keep in contact with your team and program/consulting faculty as necessary
- Must be available via email/conference call/Skype, etc. for meetings as necessary
- Meet any deadlines set by faculty and team as necessary
- Each of your team members will be required to submit an email to the Associate Director regarding your participation and that your work was handled during your time of absence.

It can be particularly tempting during the spring and summer to take trips for job interviews. These trips must nevertheless be approved. Unapproved absences can severely affect team performance, particularly during the Practicum.

Should the above requirements not be met, your individual professional grade can suffer.

**Grade Penalty Matrix for unexcused absence**

<table>
<thead>
<tr>
<th>Category</th>
<th>Sub-category</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unexcused Absence</td>
<td>Half day</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>One day</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>More than one day</td>
<td>100%</td>
</tr>
</tbody>
</table>

**1.20 Task Books**

Books are generally not required for the MSIT eBusiness Technology tasks. Some Consulting Faculty do recommend books for their individual tasks. **The MSIT**
**eBusiness program will supply only one (1) book per team.** The students can purchase a copy of book should they desire a copy for their personal library but no purchase is required.

**1.21 Academic Rights & Responsibilities**
All MSIT eBusiness Technology program policies not explicitly described in this document conform to School of Computer Science (SCS), and/or university policies as defined at the official University Policies website (including policies on cheating and graduate academic disciplinary actions).

**SECTION 2**
**REGISTRATION & ENROLLMENT**

**2.1 Enrollment**
The HUB creates student bills based on registration. Enrollment is not complete until students pay their bills. Students should check on their account to ensure that it is accurate and current.

**2.2 Registration for courses**
Students in the MSIT eBusiness Technology program will be enrolled in all required tasks by the program administration. Students are responsible for registering for any electives or courses outside of the program requirements by using On-Line Registration (OLR) at the specified times as determined by Enrollment Services. **Prior approval from the Associate Director must be obtained before registering for graduate level electives.**

Students **MAY NOT DROP** courses after they have registered unless they obtain approval from the Associate Director. Such approval will ordinarily **NOT** be given. **If a student drops a course without approval they will receive a 50% professional grade penalty in the task the drop occurred.** If our students reserve space in courses in other departments and later drop a course, we will soon find that our students will no longer be allowed to register for electives at all, which will harm everyone. We are aware that students sometimes register for multiple courses, attend a few sessions, and they drop those that seem to be difficult. This strategy is egotistical, socially harmful and **NOT CONDONED,** and you may find that your unsympathetic Program Director and Associate Director require you to remain in all the courses for which you registered, which will result in a tremendous workload and probably in a set of poor grades, which will remain on your transcript permanently. Decide carefully on which courses you want to take, obtain permission, register and plan on remaining in each course.

**2.3 Student ID Cards**
An ID card identifies students as members of the Carnegie Mellon community, allowing them to gain admission to university events and facilities, among other things. An ID card is not valid for the establishment of credit or for any other purpose outside of the University. ID cards are non-transferable. Students must
obtain an ID to make purchases at the Bookstore and Computer Store. Lost ID cards are replaced for a fee, after a replacement authorization has been issued by the ID Center located at the HUB.

2.4 Change of Address/Social Security Number
Students must immediately report to the HUB and the MSIT eBusiness Technology program any change of address or Social Security number. Students are responsible for any failure to receive official university notices due to incorrect addresses on file.

2.5 Course Load per Semester
The minimum course load per semester, to fit the definition of full-time study, is 36 units. A student must carry this load in order to be eligible for loan deferment (of previous student loans) and for financial aid purposes. Federal law requires students on student visas to maintain “full time” status; student visas may expire if students carry less than the minimum required 36 units. (More information regarding Visa policies is available on the OIE website http://www.studentaffairs.cmu.edu/oie/).

The MSIT eBusiness Technology program is very demanding. It differs from other programs in that each student has team responsibilities as well as individual responsibilities. If you are unable to attend to your work because of outside courses or other distractions, you will harm not only yourself but also your teammates. Therefore, all outside involvements, other than required and elective courses, are discouraged. In particular, STUDENTS MAY NOT ENGAGE IN EMPLOYMENT during the program, even if their visa status might permit it. This includes serving as a teaching assistant, except where academic credit is given for such service. Sometimes students are attracted by the huge variety of courses offered at the University and seek permission to register for too many of them. Each MSIT task is really the equivalent of four courses, so a normal academic schedule of five courses is filled by one task and one elective.

2.6 Orientation
The MSIT eBusiness Technology program, along with other masters programs in the School of Computer Science, offers a MANDATORY orientation for all new students during the week prior to the first day of fall classes. Carnegie Mellon University offers an orientation for all new international students one-to-two weeks before fall classes begin. Carnegie Mellon also offers a one day Graduate Student Orientation sometime during the week prior to the first day of fall classes.

2.61 Handling Personal Affairs
It is important for incoming students to handle most of their personal affairs prior to Orientation. Once Orientation begins, students are obligated to attend the sessions, the Practicum Competition, and classes. You should plan to arrive at least a week prior to Orientation to find housing, set up any appointments, and get a driver’s license (if you want one). Also, any student with children should plan to get them enrolled in school and set up doctors’ appointments prior to Orientation as well. Missing orientation or classes for doctor or school appointments are not excused absences. Please note that the State of Pennsylvania will not issue a driver’s license.
for less than one year. It is important that if you want to have a driver’s license to apply prior to the end of program date on your VISA.

2.7 Graduation Ceremony
The MSIT eBusiness Technology program ends in August but regular University Commencement is in May. MSIT eBusiness Technology students DO NOT participate in the May ceremony, they do not march and their names are not read as graduates, for the simple reason that the all-important Practicum has not even begun at the time of University Commencement. A separate ceremony is conducted in full academic dress in late August for the MSIT eBusiness Technology program. Official diplomas are not available at the August graduation but will be sent later. If you require evidence that you have completed all the requirements for the degree, the Program Director will issue a letter on official stationery attesting to those facts.

SECTION 3
TUITION

3.1 Tuition Requirement
Full-time MSIT eBusiness Technology program students pay full-time tuition for three semesters.

3.2 Tuition Payments
All students are responsible for paying tuition by the date noted on their University invoice. Students are responsible for checking their account status on-line and notifying the HUB of any mistakes or omissions.

3.3 Students with Delinquent Accounts
Enrollment Services will take progressive action to resolve any student account balance greater than $500. These actions include communication with the student regarding the account status, academic and administrative consequences of nonpayment, and the provision of information and realistic payment options to resolve the delinquent balance. These actions also include communication with appropriate university service administrators and the MSIT eBusiness Technology program’s administration. In the event of a financial suspension, the student will be restricted from registering for and enrolling in university courses and programs and will be prohibited from using university academic and administrative services. These services include, but are not limited to, computing facilities, library services, degree verification, and the release of official academic transcripts.

3.4 Tuition Refund Policy
Students who withdraw or take a leave of absence before completing 60% of the semester will be charged tuition based upon the number of days completed within the semester. This includes all calendar days, class and non-class days, from the first day of classes to the last day of final exams. Breaks which last five days or longer, including the prior and subsequent weekends, are not counted. Thanksgiving and Spring Break are not counted. There is no tuition adjustment after 60% of the
semester is completed. See the chart of specific tuition adjustment dates at http://www.cmu.edu/hub/tuition/adjustment.html. No tuition is charged to a student who is administratively withdrawn. Students called to active military duty from reserve status, or who voluntarily enlisted after the semester has started, will be refunded the tuition. The student activity fee is not refundable for any reason.

SECTION 4
STUDENT CONDUCT

4.1 Team Responsibilities
Because the program is team-based, students have responsibilities to one another. It is expected that all students will attend team meetings and prepare assigned work according to agreed team schedules. This is a major difference between the eBusiness Technology program and most other academic programs both inside and outside CMU. Failure to fulfill team responsibilities jeopardizes not only your grade, but also the grade of other team members and your standing in the program. Further, the employers that hire our students expect that they will be hiring team players.

The University provides a rich environment of learning opportunities, particularly lectures by faculty and outside visitors. An extensive schedule is available through the calendar on the SCS home page (http://www.scs.cmu.edu) and the university events page. Students are encouraged to take advantage of these offerings to the extent they do not impact team obligations.

4.2 Computing – Wireless/Wired Account Suspension
To adequately enforce the Network Bandwidth Guidelines and Wireless Network Bandwidth Guidelines, Computing Services continually monitors traffic to the commodity internet link and records the usage for each machine registered on the network. Network suspension will be given to students who do not follow proper procedures. This is not under the control of the MSIT eBusiness Technology Program and there is nothing eBusiness program management can do if your privileges are suspended. Please review the Computing Services web pages to understand the policy.

4.3 Social Events – Consumption of Alcoholic Beverages
All social events providing alcoholic beverages must also provide food and non-alcoholic beverages. Alcoholic beverages are not to be consumed in classrooms and/or any public area either owned or controlled by the University (i.e., hallways, lounges and foyers). Permission to serve alcoholic beverages at events attended by students can only be obtained from Carnegie Mellon’s Office of the Dean of Student Affairs. A dean, department head, or faculty member must take personal responsibility for ensuring that alcoholic beverages are served only to students of legal age (21) before permission will be given. After the event, the designated area must be left as neat as possible. Any damages should be reported to the Director of Student Affairs or to Carnegie Mellon Security. In all circumstances, the University
expects students to conduct themselves responsibly, both individually and collectively. Abusive or excessive consumption of alcohol that interferes with the rights of other persons, inflicts personal injury, or causes damage to property will result in severe disciplinary action, including suspension or expulsion. Carnegie Mellon accepts no responsibility for the direct supervision of social activities organized by its students and student organizations. The University reserves the right to review plans for social events that use University facilities and to set special requirements to ensure that all responsibilities are met.

4.4 Sexual Harassment Policy
The free exchange of ideas, the confidence to work, to study, to innovate, and to perform, even the standards of discussion and performance to which the University is dedicated, are based upon an atmosphere of open trust and mutual respect – an atmosphere on which the intrusion of personal advantage or harassment, in any of its forms, can have only a chilling effect. This is particularly true in the eBusiness Technology team environment. The University prohibits sexual harassment. Any faculty member, staff employee or student found to have violated the University’s policy against sexual harassment will be subject to immediate and appropriate disciplinary action, including possible suspension, termination or expulsion. CMU policy against sexual harassment is included in the policy pages. The MSIT eBusiness program has a ZERO TOLERANCE policy concerning incidents of sexual harassment. Sexual harassment and sexual assault are prohibited by CMU, as is retaliation for having brought forward a concern or allegation in good faith. The policy can be viewed in its entirety at: [http://www.cmu.edu/policies/documents/SA_SH.htm](http://www.cmu.edu/policies/documents/SA_SH.htm). If you believe you have been the victim of sexual harassment or sexual assault, you are encouraged to make contact with any of the following resources:

- Sexual Harassment Advisors, found in appendix A of the Policy Against Sexual Harassment and Sexual Assault;
- Survivor Support Network, found in appendix B of the Policy Against Sexual Harassment and Sexual Assault;
- Sexual Harassment Process and Title IX Coordinators, found in section II of the Policy Against Sexual Harassment and Sexual Assault;
- University Police, 412-268-2323
- University Health Services, 412-268-2157
- Counseling & Psychological Services, 412-268-2922

4.5 Intellectual Property
MSIT eBusiness Technology program adheres to the Intellectual Property Policy guidelines as outlined both in the CARNEGIE MELLON Student Handbook and as published in the CARNEGIE MELLON Faculty and Research Policies. Please note that the Practicum is externally sponsored and, for that reason, under University policy all intellectual property produced for the Practicum belongs to the sponsor.

4.6 Graduate Student Concerns & Grievances
Students who believe that they have been inappropriately treated are encouraged to raise their concern(s) with the Program Director, department head, or other
designated person in their department, college, or central administration according to University policies. No effort will be made to prevent or discourage anyone from availing themselves of such procedures.

4.7 Cultural Tolerance
The MSIT eBusiness Technology program is extremely diverse for a program of its size. We have students from numerous different countries who must work effectively in a team setting. The students invariably come from very different cultures that have differing attitudes towards age, gender, and group interaction. The program management understands this, but the students must also. This program is being conducted in the United States and operates according to U.S. norms. Students and faculty, regardless of background, age, or rank, must deal with each other respectfully without insult or raised voices. It is impossible to conduct teamwork in any other way. Violations will be dealt with harshly. The Program Director is not sympathetic to such behavior, which will not be tolerated. Repeated infractions may result in termination from the program, in which case no tuition refund will be available.

4.8 Assistance for Individuals with Disabilities
The Office of Disability Resources at Carnegie Mellon University has a continued mission to provide physical and programmatic campus access to all events and information within the Carnegie Mellon community. We work to ensure that qualified individuals receive reasonable accommodations as guaranteed by the Americans with Disabilities Act (ADA) and Sections 503 and 504 of the Rehabilitation Act of 1973. Students who would like to receive accommodations must submit a Voluntary Disclosure of Disability Form to access@andrew.cmu.edu to begin the interactive accommodation process.

For more information please see http://www.cmu.edu/hr/eos/disability/index.html. Students with disabilities are encouraged to self-identify with Equal Opportunity Services by contacting Larry Powell, 412-268-2013, lpowell@andrew.cmu.edu to access the services available at the university and initiate a request for accommodations.

4.9 Maternity Accommodation Protocol
Students whose anticipated delivery date is during the course of the semester may consider taking time away from their coursework and/or research responsibilities. All female students who give birth to a child while engaged in coursework or research are eligible to take either a short-term absence or formal leave of absence. Students in course work should consider either working with their course instructor to receive incomplete grades, or elect to drop to part-time status or to take a semester leave of absence. Students engaged in research must work with their faculty to develop plans for the research for the time they are away. Students are encouraged to consult with relevant university faculty and staff as soon as possible as they begin making plans regarding time away. Students must contact the Office of the Dean of Student Affairs to register for Maternity Accommodations. Students will complete an information form and meet with a member of the Dean’s Office staff to determine resources and procedures appropriate for the individual
student. Planning for the student’s discussion with her academic contact(s) (advisor, associate dean, etc.) will be reviewed during this meeting.

SECTION 5
STUDENT FEEDBACK

5.1 Feedback Committee
It is not useful or feasible for the program administrators to receive and respond to individual comments or concerns about the program from every student. It sometimes occurs that students become annoyed or frustrated, particularly late at night, and generate email that they later wish they had not sent. Accordingly, the students must form, on their own, and as soon as possible after the start of the program, a Feedback Committee consisting of three students. Comments and concerns about the program are to be communicated to the Feedback Committee, which will meet regularly with the program administrators. Issues of a purely personal nature are not suitable for transmission to the Feedback Committee, and should not be communicated to or by the Feedback Committee but may be directed to either the Associate Director (for administrative issues) or the Program Director (for academic issues). The Committee’s purpose is to receive and digest opinions for the students and to make constructive suggestions for improving the program.

5.2 Program Design
It is recognized that the task-based nature of the degree program is unusual and even uncommon. However, the program administrators believe that all students who apply to the program are fully aware that it is not classroom-based and have chosen to attend based on that knowledge. Therefore, requests to alter the program to include more classroom work will not be entertained. Likewise, the requirement that all students develop familiarity with computer programming is an indispensable aspect of the program and one, which all students are presumed to know and accept, especially given that this program resides in the School of Computer Science. Therefore, no discussion will be entertained concerning the wisdom or purpose of the programming requirement. Students occasionally ask that the program permit summer internships. This is of course impossible because the Practicum occurs during the summer and is in effect an internship. Therefore, no discussion will be entertained regarding summer internships.

5.3 GSA (Graduate Student Assembly)
The Graduate Student Assembly (GSA) at Carnegie Mellon University is a student governmental body representing all graduate students. The MSIT eBusiness Technology program will have one representative, who needs to be elected by the class each year. Students must select a new representative within the first month of their program.
SECTION 6
JOB PLACEMENT ASSISTANCE

6.1 Recruiting Coordinator

Our Recruiting Coordinator, Tami Radomski, has two responsibilities: (1) assisting students in finding suitable jobs on graduation; and (2) encouraging qualified students from around the world to apply to the MSIT eBusiness Technologies program. For job placement, Tami maintains contacts with companies that hire for eBusiness positions, conducts job fairs, helps arrange interviewing, and informs students of available positions. She will also work on your interviewing skills and develop a strategy to help you in presenting yourself to potential employers. It is not her responsibility to find you a job. You do that, with her help. Any student who is interested in job placement assistance must meet with Tami early in the school year so she can become fully aware of your qualifications and background and understand what sort of position you are looking for.

Any graduate of the program may avail themselves of the Recruiting Coordinator’s services should they find themselves in need of employment in the future.
CARNEGIE MELLON UNIVERSITY

The eBusiness Technology MSIT (Master of Science in Information Technology) program is administered by the Institute for Software Research (ISR), School of Computer Science (SCS) at Carnegie Mellon University (CMU). All students in the eBusiness program are graduate students in SCS.

This document is intended to supplement, and does not supersede, Carnegie Mellon University policies, regulations and community standards, which may be found at http://www.cmu.edu/policies.

I ____________________________ (printed name), verify that I have received and read the MSIT eBusiness Technology Program Student Handbook 2015-2016 and attended the review of the handbook during orientation on Tuesday, August 25th, 2015. I further agree to abide by the requirements set forth in the handbook.

______________________________
Signature

______________________________
Date