



THE NATIONAL GRADUATE SCHOOL OF QUALITY MANAGEMENT

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November 7, 2016

Dear BSc and MS Faculty:

Hello and we hope all is well with you. Academic Affairs and our Program Chairs have a great deal of information to share, so please be sure to carefully read the contents of this communication. Call or email us with any questions, too.

1. From Maura Burke:

Just a quick note to say I enjoy working with all of you. I'm always available to help with scheduling, webinars, contracts, payments etc. If I can be of help to you in any way, please do not hesitate to contact me via work phone 800-833-2580/508-289-6009 or on my cell 781-820-8215. Happy fall! Maura Burke

2. From Dean Eileen:

In the past few months there have been some grading situations. First, the faculty of Record (the faculty teaching the assigned course) assigns the grades and works with students. However, Academic Affairs needs faculty to be pro-active to communicate with us about students with low grades as early as possible. Academic Affairs and the Registrar need to be sure completion requirements are followed. If students do not meet cum or grade requirements, academic letters are sent. As faculty, you assign the appropriate and earned grade for a student and then the student will need to be responsible for taking action if he/she does not meet degree requirements. Often students will need to be warned about their academic status, or even retake a course, to meet degree requirements. For your information, note the MS and BS requirements from the Handbook:

22.2 Master of Science Degree Requirements

- In order to earn the Master of Science Degree, and receive a diploma, each student must adhere to these guidelines:
- Satisfactorily complete the program of study with a minimum cumulative grade point average of 3.0
- No grade lower than a "C" (C- not acceptable)
- Receive no more than two grades that are "C"
- Have a Bachelor degree and be fully accepted into the Program
- Have successfully completed the Master's Business Project (MBP)

22.4 Bachelor of Science Degree Completion Requirements

In order to earn the Bachelor of Science Degree, and receive a diploma, each student must:

- Satisfactorily complete the 30 credit bachelor completion program of study with a minimum cumulative grade point average of 2.0
- No grade lower than a “D” (D- not acceptable)
- Receive no more than two grades that are “D”
- Have successfully completed the Bachelor’s Business Project (BBP)

There have also been questions about assigning Incomplete grades, so here is the section from the Handbook about the policy:

INCOMPLETE GRADES: (Taken from the NGS Catalog and Student Handbook 2016-2017, Policy 21.3)

A student may receive a grade of Incomplete when a student is unable to complete course assignments due to unusual or unavoidable circumstances. The Incomplete grade denotes a student has not fully completed the course requirements or has not fully participated, but may potentially pass the course by completing the requirements and earning a passing grade. Examples of unusual and unavoidable circumstances that may arise and be accepted by faculty include: deployment, temporary duty, military duty “on orders,” professional job assignments, major illness or surgery. The student is responsible for requesting to be assigned an incomplete and notifying the course instructor of the circumstances that may lead to receiving an incomplete grade; request must occur prior to the final meeting of the course. The course instructor will issue the student make up work with specific criteria for completion. The decision to issue an Incomplete grade is at the discretion of the instructor.

The instructor must turn in the final grade no later than 10 days following receipt of the work. Unless an explicit written extension is filed with the Keeper of Records, the Incomplete grade will automatically convert, with or without notice, to an F sixty (60) days after the last course meeting. An extension of an additional thirty (30) days may be approved at the discretion of the instructor and coordinated with the Dean of Academic Affairs and Keeper of Records. An Incomplete grade on a transcript is treated as an unsatisfactory grade and will be used in determining probation, suspension, termination or dismissal. Failure to replace an Incomplete grade with an earned grade within 60 days of the last class meeting will lead to academic probation. Accumulation of more than two Incomplete grades will lead to suspension for all students. DBA students are only allowed one Incomplete grade before an academic warning letter is sent; to continue in the DBA program the Incomplete must be rectified and a grade posted on the transcript.

If a student questions a faculty member’s grade, then there is a specific process to follow. The first step is for the student to contact the faculty member and inquire about the assigned grades for the

deliverables. The faculty needs to make sure the calculations are accurate and there is not any human error. The faculty should also contact the Program Chair and Academic Affairs (Maura for BSc/MS) about an issue. If a student wishes to appeal a grade then there is also a Student Grade Appeal Policy:

27. STUDENT GRADE APPEAL

When a student feels the circumstances warrant an appeal of a grade received for other than academic misconduct or academic standing, the student should take the following steps: Contact the instructor to ensure that no calculation or input error has occurred. After consulting with the instructor, if the student feels that an appeal is warranted, the student should submit a written appeal to the instructor; the instructor responds in writing; if the student wishes to proceed further, the student appeals in writing to the NGS Dean of Academic Affairs or designee, who will investigate and notify the student, in writing, of the outcome of the appeal. The Dean may request a recommendation from the Review Committee. The decision of the Dean will be final. Submit appeal request to gradeappeal@ngs.edu. The initial written appeal must be made within four weeks of issuance of the grade.

Plagiarism Statement and Student Identity:

A plagiarism statement citing academic honor and conduct policy was added to the NGS Learning Agreement and students will now agree to academic conduct statements at the start of each course instead of only at the beginning of the program. Student identity will also be authenticated at the beginning of each class starting with the mid November launch of the upgrade with the Jenzabar platform. The plagiarism statement reads:

The School does not tolerate any form of academic misconduct. I affirm commitment to the NGS Plagiarism Policy (26.1) and the NGS Honor Code which reads:

“In the pursuit of the highest standards of academic integrity and accomplishment, I pledge to be honest in all academic endeavors and to perform with the utmost level of academic integrity.”

Please be sure to read the October faculty letter for more information about your role as a faculty member in detecting and dealing with plagiarism: <http://ngs.edu/?s=faculty+letter>

This letter also explains how to access an online software called iThenticate that assists with detecting plagiarism issues. Active faculty should request an account with this software by sending an email to NGS Librarian, Cecilia Mullen, at cmullen@ngs.edu.

NEASC Update:

After a successful visit with NAESC and the Committee’s Report, NGS is working to more effectively meet Carnegie unit guidelines with credit hours. To start, thirty minutes has been added onto every class time in every course for each degree program. This will be in effect for the following upcoming courses and all courses in all cohorts with the beginning of each new course after January 2017. Furthermore, the breakdown of the contact time for courses will be defined to

meet the 45 hours of instructional time for each credit. NGS is collecting data to more accurately delineate the online time outside of the synchronous webinars and will state this asynchronous time with faculty contact with students. A separate line item in the breakdown of the contact time will designate instructional time for student to faculty, student to student (online discussion work), team and individual assignments, and student to content in alignment with course objectives. Here is the list of existing cohorts where the new two hour webinar will be first implemented:

BSc Courses

- 316-Lead Christy Leite – Begins on 1/31/17 with QSM362
- 516-Lead Ron Kaufman – Begins on 12/06/16 with QSM358
- 716-Lead Jere Ferguson – Begins on 12/6/16 with EDU338
- 1016-Lead Pat Murrin – Begins on 1/3/17 with QSM381

MS Courses

- 316-Lead Jere Ferguson – Begins on 11/16/16 with QSM572
- 516-Lead Steve Borchert – Begins on 1/25/17 with QSM572
- 716-Lead Jim Seymour – Begins on 12/14/16 with QSM548
- 1016-Lead Luke Ott – Begins on 1/11/17 with QSM570

To support the extra contact time, faculty salary for a BSc and MS contract, beginning with the courses cited above, will be increased \$200.00. We have also attached the notification that was sent to students about the increase in class time.

3. BSc Program Chair, Dr. Patricia Murrin

Webinar Attendance: BSc/MS Participation Requirements

We have, on occasion, had students who find it difficult, if not impossible, to attend the weekly webinars. However, we must remind them that:

Students missing a webinar must verify in writing that they have listened to the recorded webinar, such as by providing the ‘secret code phrase’ or answering a question embedded by the professor. Not doing so will impact their Participation grade.

BSc/MS Participation Requirements

Students are required to be present at final Bachelor Business Project (BBP) or Master Business Project (MBP) webinars. Only an extenuating circumstance, with approval by the Professor in advance, would excuse a student from participation in a last class. This requirement applies to all BBP courses (QSM350, EDU 338, and QSM 362) and MBP courses (QSM550, EDU 638, QSM 562, and QSM 566). Team members who do not participate in webinar team presentations, or fail to present a required individual presentation, will forfeit any points associated with that presentation.

4. Announcing Gemba Academy

A very special thank you to Jack Kovalcik and others who have been instrumental in helping NGS purchase Gemba Academy resources. Here is a letter from Professor Kovalcik:

<https://www.gembaacademy.com/>

Dear Colleagues,

Academic Affairs is excited to announce that we have obtained a School of Lean and Six Sigma license with Gemba Academy to enhance our current QSM course materials with Supplemental Materials.

The Gemba Academy Learning Library Combo license includes:

- Lean and Six Sigma!
- Gemba Live!!
- Optional LMS integration!
- 100+ PowerPoint Presentations!
- Lean Assessment!
- Lean Enterprise Strategy Kit!
- Online Quizzes!
- Downloadable Resources!
- DVDs

Gemba Academy materials will be available to all NGS Faculty and can be used to enrich and expand our current QSM course contents. The license includes streaming video tutorials as well as relevant learning materials, such as auto-graded self-quizzes, video overviews, and Excel templates that you can use anytime to apply what you are learning.

The BSc/MS/and DBA Curriculum Development Committees will be reviewing Gemba Academy materials and consider adding Supplemental Course Materials to the MS CURDEV Courses that are copied into the portal for Faculty course delivery.

When details are finalized, Faculty will be provided with a Username and Password to access materials available from Gemba Academy, which will allow Faculty to access Gemba Academy to evaluate the suitability of contents that can be added to the courses you are delivering. The NGS license enables Faculty to use the Gemba Academy materials on our Portal to enrich current supplemental materials by adding video lectures or Discussion Questions (DQs) to your course weekly syllabus topics. Students will enhance their learning experience by being able to review specific Lean and Six Sigma content added to courses in a self-paced asynchronous format. Please let me know if you have any questions related to using Gemba Academy Materials. Also, please provide Academic Affairs with your feedback regarding Gemba Academy materials.

Thank you. Jack

In closing, thank you for your dedication and teaching our NGS students. We are delighted you are part of our faculty and we are here to assist you in this work. Please call or email with any questions about this communication and other matters with respect to the BSc and MS Degree Programs

Sincerely,

Dr. Eileen Sullivan, Dr. Patricia Murrin, Professor Jack Kovalcik and Maura Burke