CCSE Graduate Student Communication Guideline

CCSE is committed for the success of its students. A student should comply with the following guidelines when help or advice is needed.

1. **Support Staff**
   - Mrs. Melinda Ross, Director of Graduate Student Support, gradccse@kennesaw.edu. General questions about the program such as registration, academic hold, change of major, etc. Mrs. Ross is your first point of contact. It is the best practice to start with Mrs. Ross, when you are unsure who to contact. **DO NOT** send mass/multiple emails to faculty or administrators.
   - Mr. Michael Alvarez, Program Coordinator, International Student Programs, providing support, guidance, and consultation on international student onboarding, community building, policy compliance, and other relevant activities.
   - Ms. Dieh'l Martin, MSIT Program Support and Advising Specialist.
   - Mr. Eugene Fitzpathrick, MSCS Program Support and Advising Specialist.
2. **Program Coordinators**. They are your academic advisors who can help you with your study plan (what classes to register), career development, in depth or specific information about curriculum etc.
   - MSAI program coordinator: Dr. Mahmut Karakaya, mkarakay@kennesaw.edu
   - MSCS program coordinator: Dr. Yong Shi, yshi5@kennesaw.edu
   - MS CYBR program coordinator: Dr. Maria Valero mvalero2@kennesaw.edu
   - MSDSA program coordinator: Dr. Austin Brown abrow708@kennesaw.edu
   - MSIT program coordinator: Dr. Shirley Tian xtian2@kennesaw.edu
   - MSSWE program coordinator: Dr. Reza Meimandi Parizi rparizi1@kennesaw.edu
3. **Department Chairs/Directors**. They can help if you have issues with instructors of your class, or other matters not resolved by your program coordinators.
   - Chair of Department of Computer Science (MSCS): Dr. Yong Pei ypei@kennesaw.edu
   - Director of School of Data Science and Analytics (MSDSA): Dr. Sherrill Hayes shayes32@kennesaw.edu
   - Chair of Department of Information Technology (MSIT and MS in Cybersecurity): Dr. Shaoen Wu swu10@kennesaw.edu
   - Department Chair of Software Engineering and Game Development (MSSWE): Dr. George Markowsky gmarkows@kennesaw.edu
   - If issues can't be resolved by the chair/director, the next step is Dr. Lei Li, Associate Dean for Student Success at lli13@kennesaw.edu.
4. **Other Important Personals**
   - International Student & Scholars Service: isss@kennesaw.edu Any issues related to visa, I-20, CPT/OPT eligibilities.
   - CCSE Internship Coordinator: Prof. Darin Marrow dmorro21@kennesaw.edu Internship/Co-op related questions.
5. **Useful Links**

CCSE Graduate Program Online Orientation. https://www.kennesaw.edu/ccse/resources/graduate-orientation.php	

CCSE International Student Web page (program requirements): https://ccse.kennesaw.edu/international.php	
CCSE Financial Assistance Programs Application (GRA/GTA/OSTW): https://ccse.kennesaw.edu/student-resources/fa_apps.php	
KSU Graduate Academic Policies (academic integrity & grade appeal): https://catalog.kennesaw.edu/content.php?catoid=67&navoid=5864	
Kennesaw Indian Student Organization: kisoindia22@gmail.com or WhatsApp group: https://chat.whatsapp.com/EZEBNQ3NVzT2sRvQEylYub	

6. **Best Practices in Communication**
   - Please contact the corresponding personnel listed above whenever you have issues. If you aren't sure who to contact for your situation, please contact Mrs. Melinda Ross first.
   - Please follow the appropriate communication chain when you have issues: Mrs. Melinda Ross -> program coordinators-> department chairs/school director -> associate dean for student success -> dean. Please don't **Do NOT** break the chain and **Do NOT** send emails to multiple people at the same time. This will only slow down the process. For example, if a student contacts the department chair/school director without contacting the program coordinator, the email will be simply forwarded to graduate coordinators.
   - Email is usually the best way to communicate. Only use KSU student email. Allow 48 hours response time during weekday. Feel free to follow up if you do not get a response after 48 hours. The response time during weekend or holiday may be longer.
   - Read email responses carefully and follow the suggested steps. If the answer is "no," it will never change to "yes" if you keep sending additional emails.
   - Do not ask your peers what to do. Their situations might be different and/or the rules might change. Any questions related to your program, always contact your program coordinator first.

7. **Grade Appeal Process**

   A student may appeal for a final grade awarded for a course. Interim grades or grades on specific assignments are not appealable. The appeal must be submitted within 20 business days after the first day of classes of the next academic term (fall, spring, summer) after the academic term in which the final grade was posted in Banner/D2L. Please use the following process for grade appeals.
   1) Discuss the grade with the course instructor.
   2) Next, a student may appeal to the department chair/school director of the course taught.
   3) Next, a student may appeal to the Dean of CCSE.
   4) Next, a student may appeal to the Provost of KSU. The decision will be final at this level.

   KSU grade appeals policies:
   https://catalog.kennesaw.edu/content.php?catoid=67&navoid=5859

8. **Complete New International Student Survey:**