Graduate Student Handbook

2014-2015

Rochester Institute of Technology, College of Applied Science and Technology

Master of Science in Service Leadership and Innovation

Delivered at

[Logo of RIT Croatia]
MASTER OF SCIENCE IN SERVICE LEADERSHIP AND INNOVATION

Overview

The Master of Science in Service Leadership and Innovation program approaches the management of service systems from a leadership and innovation perspective. The focus is on managing and leading service organizations in order to create and sustain competitive advantage over time; a crucial component of this is innovation.

Program Outcomes

Upon completion of the Service Leadership and Innovation program, graduates will:
• thoroughly understand the key components of the successful management of service organizations and be able to apply them to real-life situations;
• be able to design, plan, and execute organizational innovation;
• be able to effectively lead change within organizations;
• be able to apply systems thinking to understand and improve organizational effectiveness.

Program Structure

The Master of Science in Service Leadership and Innovation degree consists of a minimum of 36 semester credit hours.

Typical Course Sequence:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
<th>Sem. Cr. Hrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERQ 700</td>
<td>Research Design and Methods</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 702</td>
<td>Graduate Writing Strategies</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 710</td>
<td>Evolving Contexts in Service</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 720</td>
<td>Service Scenarios and Strategy Development</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 770</td>
<td>Breakthrough Thinking: Methods</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 722</td>
<td>Customer Centricity</td>
<td>3</td>
</tr>
</tbody>
</table>
Concentration: Service Systems

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
<th>Sem. Cr. Hrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERQ 730</td>
<td>Project Management (Not For Profit)</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 732</td>
<td>Service Quality Process (Not For Profit)</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 735</td>
<td>Data Mining (Not For Profit)</td>
<td>3</td>
</tr>
</tbody>
</table>

Exit Strategy

In addition to completing the core courses and concentration courses, each student must complete the exit strategy.

Exit Strategy:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
<th>Sem. Cr. Hrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERQ 797</td>
<td>Capstone Project</td>
<td>3</td>
</tr>
<tr>
<td>SERQ 711</td>
<td>Service Design, Implementation, and Execution</td>
<td>3</td>
</tr>
</tbody>
</table>

Each student will complete a Capstone Project as his or her exit strategy. The Capstone Project course allows the student to apply the knowledge gained
through the program to a specific real-life situation in a service organization. Capstone projects can take many different shapes and forms.

The student works on the project concurrent to his or her studies at RIT Croatia. **The capstone project is completed during the same semester that the student completes his or her coursework.** Satisfactory progress in the completion of the project (according to the approved project timeline) is required. Students will be registered for the SERQ 797 course during the semester in which they will submit their capstone project.

In addition to successfully completing the Capstone Project, students must also successfully complete SERQ 711 Service Design, Implementation, and Execution which is a capstone course. This course is normally completed during the last semester of the student’s study.

**ACADEMIC POLICIES AND PROCEDURES**

**The administrative assistant** for students enrolled in the Service Leadership and Innovation program at RIT Croatia is **Ana Lučić**

**Anne Zachmeyer is the academic advisor** for all students enrolled in Department of Service Systems programs. Anne can be reached at 585-749-5062 and abzhrd@rit.edu

**GRADING**

For each credit hour earned, the following number of quality points will be awarded based upon the grade received; these points will then be calculated into grade point averages:

- Grade of: **A** (Excellent): 4.00 quality points
- Grade of: **B** (Good): 3.00
- Grade of: **C** (Satisfactory): 2.00
- Grade of: **D** (Minimum Passing): 1.00
- Grade of: **F** (Failure): 0.00
"D" and "F" grades do not count toward the fulfillment of program requirements for a graduate degree.

Graduate students are expected to receive a grade of B or better in all of their coursework. All students must maintain an overall grade point average of B (3.0) or higher. Having an overall GPA of 3.0 or higher is also a requirement for graduation.

CONTACT WITH ACADEMIC ADVISING

In order to ensure that students are completing the program as required and have received all needed information, all students should be in contact with the DSS Academic Advisor, Anne Zachmeyer at least once per semester.

ACADEMIC PROBATION AND SUSPENSION

Progression of a student is dependent upon maintaining an overall grade point average of 3.0 (B).

The Graduate Department sends written notification to all students who do not fulfill one or more of these requirements at the end of any semester. Any matriculated student whose program cumulative grade point average falls below a 3.0 (B) after 9 semester credit hours is automatically placed on probation. Students on probation must meet with their advisor and discuss the advisability of continuation in the program.

Students placed on probation must raise their program cumulative grade point average to the 3.00 level or higher within 9 semester hours or they may be suspended from the graduate program. A suspended graduate student may apply for readmission, but may not enroll in RIT courses for one year from the date of suspension unless he or she obtains special permission from the Department Chair and the Dean of the College of Applied Science and Technology (CAST). A student who is suspended and wishes to be considered for readmission or continuation in the program should forward a request in writing to the Chairperson of the department. However, suspension from the program is normally an irreversible decision reached by the Graduate Committee.
LEAVE OF ABSENCE

A student who is considering taking a leave of absence is required to meet with Administrative Assistant Ana Lučić who will assist them with the process. In most cases, a leave of absence is not to extend beyond 3 consecutive terms including summer, but excluding intersession. The advantage of taking a leave of absence is that your matriculation will be maintained in your academic department for the given period of time. After an absence of more than three semesters, a student must reapply for admission to the Institute.

WITHDRAWING FROM RIT

A student who is contemplating officially withdrawing from RIT is required to meet with Ana Lučić, Administrative Assistant who will assist them with the process. An official withdrawal form must be completed which will notify several key Institute offices.

NOTE: Non-attendance does not constitute an official withdrawal; official withdrawal from courses is required even if the student is not eligible for a tuition refund.

Withdrawal and Refund Policy

A FULL TUITION REFUND will be issued in the following situations:

- If the student drops all classes, or withdraws from all classes and ceases to be a student at RIT for that semester within the 1st week of classes

- Academic Reasons - Students sometimes register before their grades for the previous quarter are available. If such a student is later subject to academic suspension, or has failed prerequisites, a full refund will be given upon withdrawal. It remains the student’s responsibility to contact the advisor or department head to assure that the withdrawal form and refund are properly processed.
GRADUATION REQUIREMENTS

1. A minimum of 36 semester hour credits beyond the bachelor's degree level is required. These should include the successful completion of, or demonstrated proficiency in, the professional concentration as well as the successful completion of the comprehensive exam (or other exit strategy).
2. Any required undergraduate courses will not count toward the overall GPA or the accumulation of 36 credits.
3. A minimum of 25 credits of course work must be taken at RIT as part of the graduate program. Undergraduate courses taken elsewhere or as part of any undergraduate degree cannot apply toward the graduate program.
4. An overall minimum grade point average of 3.0 is required for the successful completion of the program. The GPA calculation includes all courses taken for credit as part of the program. Transfer credits cannot apply toward the GPA. If the student took graduate courses before being matriculated as a student, or outside of the program of study, only the first 9 credit hours are factored into the GPA.

DEGREE CERTIFICATION

Upon completion of the requirements for the student's program, the student must fill out an application for graduation with Anne Zachmeyer. The form should be submitted the semester before the expected graduation date. The Department Chair must approve this form before it is forwarded to the Registrar for notice of certification.

The Registrar's Office distributes degrees each term. If graduates need documentation of completion of the degree before the degree distribution dates, they should request a letter from the Chairperson or a transcript stating that all requirements for the degree have been completed. Upon completion of all requirements each student must pay a graduation fee before the registrar will distribute the degree.
TIME LIMITS FOR COMPLETION OF THE MASTER'S PROGRAM

The program requirements must be completed within 7 years. The period of time allowed is measured from the first registration of a matriculated student. Students who do not complete the program within the time allowed must petition the RIT Graduate Council for exemption with prior endorsement of the Department Chair. Petition for exemption must include description of the circumstances that have led to an unusual period being required for completion of the degree program. The recommendation from the student's advisor for an extension of time in order to work towards a degree must accompany this petition. Exemptions are typically for only one additional academic semester.

ELECTRONIC RESOURCES

E-mail
When beginning the graduate program, students will be asked to set up an e-mail account through RIT. It is important to check your e-mail frequently, as this is the primary means of communication at RIT.

MyCourses
MyCourses is an online learning platform utilized by the RIT community. Most, if not all of your courses will use My Courses in some way. The site is easy to use and provides endless opportunities for shared learning. Any questions can be directed to the course faculty member or Ana Lučić; for technical questions, contact the ITS staff at the Zagreb campus.

Student Information System (SIS)
The Student Information System is the main online information system for the RIT community. Through SIS you can search for and register for courses, view final grades and GPA statistics, and do much more. The SIS can be accessed at https://sis.rit.edu/
**STUDENT SERVICES**

**Student Services Reception Desk**

Tanja Peša  
Student Services Assistant  
Reception desk, Zagreb  
taxpcad@rit.edu

**Finance**

Ivona Labaš  
Director of Finance, Facilities and ITS  
Room 44, Dubrovnik  
ixlisr@rit.edu

Ana Lučić  
Administrative Assistant-Academic & Accounting  
Room 21, Zagreb  
axl8610@rit.edu

Dubravka Radiš  
Finance & Accounting Specialist  
Room 44, Dubrovnik  
dxrisk@rit.edu

**Academic/Advising and Administrative Services**

Ana Lučić  
Administrative Assistant-Academic & Accounting  
Room 21, Zagreb  
axl8610@rit.edu

Danijela Kraljević  
Academic Advisor  
Room 21, Zagreb  
dxksck@rit.edu

**Career Services and Alumni Relations**

Marina Drmač  
Career Services & Alumni Manager  
Room 23, Zagreb  
mxdzgr@rit.edu

**Marketing, Recruitment and Enrollment**

Adriana Ljutić Gudelj  
Graduate Admission-Recruitment & Enrollment Specialist  
Room 26, Zagreb  
algcad@rit.edu

Ivana Silić  
Recruitment & Enrollment Manager  
Room 23, Zagreb  
ixsbbn@rit.edu
Information and Technology Services (ITS)

Hrvoje Kuk  ITS & Facility Manager  Room 8, Zagreb  hkvso@rit.edu

Vlaho Korač  ITS & Facility Support  Room 8, Zagreb  vkcad@acmt.hr

Events Management

Christina Petrović  Events Manager & Assistant to the President  Room 42  cxpisr@rit.edu

Academic Advisor

Anne Zachmeyer  Academic Advisor  Rochester, NY  abzhrd@rit.edu

Student Services Reception Desk office hours, contact information and general services are as follows:

RIT Croatia Zagreb Campus

OFFICE HOURS: Ground floor: Monday – Friday, 7:30 AM – 3:30 PM
PHONE: (01) 643-9100
FAX: (01) 643-9103
ADDRESS: Ulica Damira Tomljanovića Gavrana 15, 10000 Zagreb, Croatia

RIT Croatia Dubrovnik Campus:

OFFICE HOURS: Ground floor: Monday – Friday, 7:30 AM – 3:30 PM
PHONE: (020) 433-000
FAX: (020) 433-001
ADDRESS: Don Frana Bulića 6, 20 000 Dubrovnik, Croatia