

Graduate Student Handbook

Rochester Institute of Technology, Saunders College of Business

Master of Science in Service Leadership and Innovation

Delivered at

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 33 semester credit hours.

Typical Course Sequence:

Course Number	Course Name	Sem. Cr. Hrs.
SERQ 710	Service Design Fundamentals	3
SERQ 720	Service Scenario and Strategy Development	3
GRCS 701	Research Methods	3
HRDE 742	Leading Change	3
SERQ 722	Customer Centricity	3
SERQ 712	Breakthrough Thinking, Creativity, and Innovation	3

SERQ 723	Service Analytics	3
SERQ 740	Leading Innovation	3
SERQ 730	Project Management in the Service Sector	3
SERQ 735	Data Mining In the Service Sector	3
SERQ 797	Capstone Project	3
	TOTAL SEMESTER CREDIT HOURS	33

Exit Strategy

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

Exit Strategy:

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.

ACADEMIC POLICIES AND PROCEDURES:

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: A-	3.67
Grade of: B+	3.33
Grade of: B (Good)	3.00
Grade of: B-	2.67
Grade of: C+	2.33
Grade of: C (Satisfactory)	2.00
Grade of: C- (Failure)	1.67
Grade of: D (Failure)	1.00
Grade of: F (Failure)	0.00

"C-", "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 cumulative grade point average of B (3.0) or higher. Having an overall cumulative GPA of 3.0 or higher is also a requirement for graduation.

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 Saunders College of Business (SCB). 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 Tereza Buša, the MS SLI program coordinator, 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 Tereza Buša, the MS SLI program coordinator, 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 semester 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.

IMPORTANT ACADEMIC CONTACTS

- 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 Tereza Buša, MS SLI Program Coordinator. **Tereza can be reached at 01-6439- 100 or tereza.busa@croatia.rit.edu**
- **Anne Zachmeyer is the Graduate Academic Advisor** at the Saunders College of Business. Anne can be reached at +1-585-475-5062 and azachmeyer@saunders.rit.edu
- **The Academic Affairs and Student Services Manager** for students enrolled in the Service Leadership and Innovation program at RIT Croatia is **Marija Šušak Mišetić** and you can reach her at marija.susak@croatia.rit.edu or 01-6439-100.

GRADUATION REQUIREMENTS

1. A minimum of 33 graduate semester hour credits 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). Successful completion of all required courses of the university and the college. All grades must be recorded and any outstanding Incomplete (“I”) grades must be resolved.
2. Undergraduate courses will not count toward the overall graduate GPA or the accumulation of 33 credits.
3. At least two-thirds of semester credit hours of graduate level course work and research are required to be earned in residence at the university. For the SLI program, a minimum of 22 graduate credits must be completed in residency.
4. Students must receive a final grade of “C” or higher in all courses in order to be certified for graduation. Any grade lower than this will require the student to repeat the course.
5. An overall minimum cumulative 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.

For the most up to date policy, refer to RIT Policy D12.0 V.

<https://www.rit.edu/academicaffairs/policiesmanual/d120>

DEGREE CERTIFICATION

Upon completion of the requirements for the student's program, the **student must apply for graduation in SIS.**

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 Anne Zachmeyer or a transcript stating that all requirements for the degree have been completed.

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 Tereza Buša; 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/>

STAFF CONTACT LIST

Student Services Reception Desk

Donika Kristaj	Student Services Assistant	Reception, Zagreb campus	donika.kristaj@croatia.rit.edu
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Finance

Jelena Tolić	Director of Finance	Room 20, Zagreb campus	jelena.tolic@croatia.rit.edu
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Tanja Jandžel	Finance & Accounting Specialist	Room 20, Zagreb campus	tanja.jandel@croatia.rit.edu
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Academic Affairs

Anne Zachmeyer	Graduate Academic Advisor	Rochester, NY	azachmeyer@saunders.rit.edu
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Tereza Buša	MS SLI Program Coordinator	Room 25, Zagreb campus	tereza.busa@croatia.rit.edu
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Marija Šušak Mišetić	Academic Affairs and Student Services Manager	Room 32, Zagreb campus	marija.susak@croatia.rit.edu
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Career Services and Alumni Relations

Marina Drmač	Career Services & Alumni Manager	Room 32, Zagreb campus	marina.andros-drmac@croatia.rit.edu
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Marketing, Recruitment and Enrollment

Ivana Silić	Recruitment & Enrollment Manager	Room 34, Zagreb campus	ivana.silic@croatia.rit.edu
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Information and Technology Services (ITS)

Marko Baričević	ITS & Facility Manager	Room 8, Zagreb campus	marko.baricevic@croatia.rit.edu
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Student Services Reception hours, contact information, and general services are as follows:

RIT Croatia Zagreb Campus

OFFICE HOURS: Ground floor: Monday – Friday, 8:00 AM – 8:00 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, 8:00 AM – 8:00 PM

PHONE: (020) 433-000

FAX: (020) 433-001

ADDRESS: Don Frana Bulića 6, 20 000 Dubrovnik, Croatia