

Shidler Master's Student Handbook

This handbook is designed for students who have been admitted and become classified graduate business students at the Shidler College of Business at the University of Hawai'i at Mānoa (UHM).

Updated April 2023

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Policy

Create a UH username and password: <https://www.hawaii.edu/username>

ITS Wireless Passthrough: <https://www.hawaii.edu/wireless/pt/>

STANDARD COMMUNICATION (EMAIL, NEWSLETTER)

Communication between students, OSAS Grad, and instructors will be the key to success in this program. The primary methods of communication will be through UH email, the OSAS Grad e-newsletter and the Laulima system. Below are details on each along with information on the student listserv. Information on other methods of communication and resources such as important UHM websites, MyUH, STAR, etc. can be found in the Resources section of this handbook.

EMAIL

A student's individual UH email (username@hawaii.edu) is the primary means through which UH and the Shidler College of Business will communicate important information. Students are responsible for checking their UH email accounts on a daily basis. All current students are automatically included in their Master Program listserv via their UH email.

In order to help students manage multiple email accounts, the UH email system has a mechanism that allows students to forward their UH emails to another account. See instructions below.

To forward email from a UH account to a personal account:

1. Go to gmail.hawaii.edu/
2. Log in using a UH username and password
3. Click on "Settings"
4. Click on "Forwarding and POP/IMAP"
5. Click on "Add a Forwarding Address"
6. Enter new forwarding email address
7. Click "Next"
8. Click "Proceed"
9. Click "OK"
10. Click on "Forward a copy of Incoming Mail to"
11. Click on "Save Changes".

MIND YOUR BUSINESS - GRADUATE E-NEWSLETTER

The monthly OSAS Grad e-newsletter, Mind Your Business, will be sent to students through UH email. Mind Your Business highlights important dates and deadlines related to OSAS Grad, the Shidler College of Business, and the university at large such as registration information, scholarships, and class availability. All students are responsible for reading and understanding the content sent out through the e-newsletter.

LAULIMA

Laulima is the primary system for course specific correspondence, materials, and resources. Once students have registered for classes, they will be added to the course-specific Laulima site. Students will be expected to access readings and other documents, upload assignments, and correspond with their professors and classmates through Laulima. To learn more about Laulima, please see Appendix B.

STUDENT EXPECTATIONS & RIGOR AT THE SHIDLER COLLEGE OF BUSINESS

At the Shidler College of Business, students are expected to meet the following high standards and expectations of the rigorous curriculum to ensure a successful learning experience:

- Students, on average, spend four to eight hours each week preparing for each course.
- Students arrive to class prepared to participate as the instructor expects.
- Students actively participate in group projects.
- Students know concepts from prerequisite courses and can use them in the advanced and capstone courses without extensive in-class review. If students need additional preparation, they are encouraged to utilize tutorials on their own to come up to speed.
- Students incorporate feedback for work to improve their performance in the program.
- Students adhere to university policies regarding ethical conduct of work.
- Students are encouraged to think critically as well as creatively.

STUDENT CODE OF CONDUCT AND ACADEMIC DISHONESTY

All Shidler students are held to the UHM Student Conduct Code. All students are required to review the Student Conduct Code (See Appendix B for link) prior to the first day of classes.

Academic Dishonesty: Instances of academic dishonesty will not be tolerated and any instance of academic dishonesty may result in a grade of "F." Further disciplinary sanctions may also be imposed by the Office of the Vice Chancellor for Students in accordance with the aforementioned Student Conduct Code.

Other forms of academic dishonesty may include but are not limited to the following:

- Turning in work done by several students in a joint project as one student's own work
- Paraphrasing without properly citing the source
- Cheating on a test or homework assignment
- Plagiarism

If a student wishes to use the same material in papers or projects for more than one course, the student must obtain the advance permission of both instructors.

GRADE POLICY AND CONVERSION

The grade policy will be determined by the instructor of each individual course. The professor will clearly state the grade policy in the course syllabus and may also choose to go over the grade policy on the first day of class. Students will be graded for all academic work taken for a letter grade in accordance with the following plus-and-minus grading system identical to that adopted by the university for graduate courses.

The plus (+) and minus (-) grades will be used to calculate a GPA. However, a professor may choose to assign only whole letter grades.

ACADEMIC PROBATION AND DISMISSAL

Students who fail to maintain a minimum cumulative grade point average (GPA) of 3.0 in courses that are potentially applicable to their degree will be placed on academic probation.

Once on probation, students will be required to receive a GPA of 3.0 or higher for all subsequent semesters. The student will remain on probation until their cumulative GPA reaches a 3.0. A cumulative GPA of 3.0 or higher is required for graduation.

Students will also be placed on academic probation if they fail to make adequate academic progress. Failure to make academic progress includes having too many incomplete courses or exceeding the time allowed for completing degree requirements. While on probation the student must receive a GPA of 3.0 or higher in each semester or may be dismissed from the program.

CONTINUOUS ENROLLMENT

Students must be enrolled continuously unless a leave of absence is requested. Students who are not enrolled for consecutive semesters must reapply through the Shidler College of Business Graduate Admissions Office by submitting an application complete with the application fee. However, if a student is interested in re-enrolling, please contact OSAS Grad first.

LEAVE OF ABSENCE

If a student has advanced knowledge of a need to be absent for one or two semesters, the student should contact OSAS Grad and meet with an advisor as soon as possible in order to request a leave of absence. A leave of absence is generally granted once and for a maximum of one full year or two semesters (summer is not included in the leave of absence) unless there is an extenuating circumstance. Students must have completed at least one semester and be in good academic standing before being granted a leave.

Students will be required to complete a Request for Leave of Absence Form (see Appendix A for link) and specify the semester of return on the form. The student will also be required to meet with an advisor to revise his or her study plan. Unless a leave of absence has been approved in advance, a student who fails to maintain continuous enrollment (excluding summer session) is considered withdrawn from the university.

Students who wish to return from an approved leave of absence sooner than expected, should contact OSAS Grad as soon as possible to ensure registration deadlines and requirements are met and to revise their study plan.

If a student has registered for classes and has decided to take a leave of absence after the course withdrawal deadline, the student must follow the requirements prescribed above as well as the requirements in the Withdrawal policy.

REGISTRATION IN THE SEMESTER OF GRADUATION

Students who plan to graduate within a given semester must be registered for at least one credit in that same semester. If a student receives an "I – Incomplete" for a course in their final semester, they must enroll in BUS 699 to maintain continuous enrollment until the "I" is fulfilled in order to graduate. Students must be enrolled in at least 1 credit in their semester of graduation.

WITHDRAWAL

Drop Forms require approvals from the course instructor, Master Programs Director, and Assistant Dean of Student Services. The Shidler College of Business withdrawal date is earlier than the UHM withdrawal date. These dates vary slightly each year and are posted on the UHM Academic Calendar. Reminders of the business courses withdrawal date may also be posted in the graduate e-newsletter. After the ninth week of the semester, course withdrawals are permitted only for extenuating circumstances beyond a student's control and must be approved by OSAS Grad.

Students who wish to completely withdraw from their graduate program must meet with an advisor prior to officially withdrawing. The student will be required to provide written correspondence formally withdrawing from the program, which should include the reason(s) for withdrawing. The student must drop all courses by completing the following withdrawal steps:

- Before the semester begins or before the last day to officially drop courses, students must cancel registration through MyUH.
- After the last day to officially drop courses, students must complete the Drop Form (see Appendix A for link) and Complete Withdrawal Form with appropriate signatures and submit it to the Cashier's Office. Complete withdrawal after the semester begins must be done in person.

*Note that the Shidler College of Business withdrawal and tuition refund dates and requirements differ. See the UHM Academic Calendar for more details and specific dates.

Withdrawal forms are available with the OSAS Grad and at the Records Office located at Queen Lili'uokalani Center for Student Services 010.

SEVEN-YEAR LIMIT FOR ADVANCED DEGREES AND COURSES

In general, graduate students at UHM must complete all degree requirements within seven years after admission to their programs. An approved leave of absence of up to two semesters is not counted towards the seven years. Returning Shidler College of Business graduate students who are readmitted to the same graduate program for the same degree objective are subject to degree requirements at the time of readmission.

Shidler graduate students typically complete their degree within one to three years depending on course-load per semester. Effective starting in spring 2015, academic probation will be placed on a student's record at the beginning of the eighth year, rather than at the end of the fifth year. However, this does not preclude a graduate program from requesting an academic probation action if they deem it appropriate, sooner than year eight. Failure to complete the degree by the end of the eighth year will result in the student being subject to dismissal.

Approved leaves of absence do not count toward these time limits.

By this policy, if at the end of year seven more time is needed to complete the Master degree due to circumstances beyond the student's control, and the student has completed all of the degree requirements except the thesis or capstone experience, an extension may be requested. To request an extension, the student's graduate chair submits a petition to OSAS Grad. If the program does not support the extension, the student will be dismissed.

The extension request should provide a timeline for completion that includes the expected graduation date and the reason(s) necessitating the extension.

PROGRAM FEEDBACK

We are continuously striving to improve the Shidler Graduate Programs and seek input from faculty, staff, alumni and especially our students to make our programs the best investment and experience possible. We welcome any feedback, which can be provided through email or by setting up an appointment with an advisor. We may also solicit feedback through online surveys or by conducting group discussion sessions. These are opportunities for students to provide their thoughts and recommendations, and for OSAS Grad to gather data for program improvement. We highly recommend that students take advantage of these opportunities to provide their honest feedback.

We strongly encourage students to address or notify OSAS Grad right away of any issues that may occur. We hope to resolve issues before they become major problems or challenges for students.

If you are having difficulties with an instructor or class content, we recommend that you address them directly with the instructor first. The instructor may be able to direct you to additional resources to help you with the class. If this does not resolve the issue or if you are uncomfortable with this discussion, we recommend that you make an appointment with your Master program director or OSAS Grad.

If you are having difficulties with a group member or peer, we recommend that you address the issue with the person directly. If this does not resolve the issue or if you are uncomfortable with this discussion, we recommend that you make an appointment with an advisor.

Students are highly encouraged to report situations of harassment or discrimination immediately. OSAS Grad will follow Title IX procedures developed to protect individuals and everyone involved. You may also report such instances directly to the UHM Title IX coordinator. Find the link to contact information can be found in Appendix B.

Student Services

ADVISING AND EXPECTATIONS

Advising is mandatory for all newly admitted students prior to registration to ensure that the proper course sequence is followed. Through the advising experience you will

- Develop and implement a Study Plan for successfully achieving your goals.
- Utilize the resources and services on campus to assist you in achieving your goals
- Make referrals to campus resources as needed
- Understand institutional policies/procedures and/or where to find them.

Advising throughout the course of your program is highly encouraged to ensure you are progressing towards your degree. It is strongly recommended that you meet with an advisor if you are experiencing academic, professional or possibly personal changes/challenges that may affect your successful completion of the program. Ultimately, you are empowered to take responsibility for your own decisions, and you have the final responsibility for satisfying your degree requirements in accordance with University policies and procedures. Advising for all Master degree programs is done through OSAS Grad and appointments may be scheduled by emailing an advisor.

Expectations

These are the expectations for our students.

- 1) Recognize that advising is a shared responsibility.
- 2) Maintain regular contact with your advisor each semester.
- 3) Seek out help before a problem gets bigger. If we do not know there is a problem, we cannot help you.
- 4) Be prepared to discuss your short and long-term goals and educational

plans by asking appropriate questions and addressing any concerns you may have in a professional and respectful demeanor with your advisor.

- 5) Read your Hawaii.edu email and the graduate business student newsletter for updates.
- 6) Become knowledgeable of curriculum, degree requirements, policies and procedures.
- 7) Be familiar with the Handbook

NON-DISCRIMINATION AND REPORTING GUIDELINES

UHM is a university committed to ensuring all members, guests and visitors of the campus are free of gender-based harassment, discrimination and misconduct. This is enforced through the federal civil rights passage law called Title IX. If you feel you are being discriminated against or harassed, please contact the Title IX Office at t9uhm@hawaii.edu or (808) 956-2299 for assistance or refer to this link for more information: <http://manoa.hawaii.edu/titleix/>.

STUDENT SUPPORT SERVICES

UHM offers an array of student support services for all UHM students. For example, the university offers services for students with a disability through the KOKUA program. Other examples of student support services are the Commuter Services, Student Parents at Mānoa (SPAM), the Office of Veteran Student Services, the University Health Services Mānoa, Counseling and Testing Services, and International Student Services. To learn more about UHM student support services, refer to Appendix B for a link to the Office of Student Affairs.

Parking: <http://manoa.hawaii.edu/commuter/>

OFFICE OF VETERANS' AFFAIRS

Any and all questions in regards to Veterans' Affairs (VA) Benefits should be addressed directly with the Office of Veterans' Affairs in the UHM Registrar's Office.

OSAS Grad will verify students' paperwork to support Enrollment Certification with the Office of Veterans' Affairs to ensure students are on track with their degree program and are taking courses towards their degree. The VA Office will determine if these courses qualify for their benefits program(s).

Students using VA Benefits are encouraged to connect with the Office of Veterans' Affairs directly to ensure processing of paperwork is done correctly and in a timely manner, and to ensure all requirements are met for the expected VA benefits. See Appendix B for link to VA Office

CAREER SERVICES AND PROFESSIONAL DEVELOPMENT

The Career Services and Professional Development Offices at the Shidler College of Business support undergraduate and graduate students with their internship and career search. The Career and Internship office is available for graduate students seeking career counseling, assistance, and professional development opportunities. Through the Career Services Office, Shidler graduate students have access to a number of resources such as, but not limited to:

- Shidler Career Links (Handshake), which is an online posting system for jobs and internship opportunities. Link available in Appendix B.
- Resume review
- One-on-one career assistance/guidance
- Access to alumni and business partners within the Shidler network
- Mock interviews
- Professional development and networking opportunities such as panel discussions, specialized trainings, networking events, etc.

Students may contact the career and internship office directly through OSAS Grad. Contact information can be found in Appendix C.

Resources

MY UH SERVICES AND REGISTERING FOR CLASSES

MyUH: <http://myuh.hawaii.edu>

The MyUH Services website is a one-stop shop portal that will provide a wealth of student services information to UH System students. Here are some of the resources available through MyUH Services.

- Class Availability – Includes all available courses and regularly updates availability information. Upcoming and prior semester course listings may also be available.
- STAR GPS Registration – Facilitates registration, ordering transcripts, and displays academic progress
- Student Payments and Financial Resources – Payment plan enrollment, tuition and fee payment, etc.
- Bookstore – View required textbooks and purchase new/used/e-text books online, in-store, or through outside vendors.
- Gmail, Office contact information, Campus maps, Food Services, Change in Mailing Address, and more!

Save these frequently used sites as a “favorite” so that they will appear at the top of the list on the home screen. Please refer to Appendix B for a link to MyUH Services.

REGISTERING FOR CLASSES

UH students register for classes using the STAR GPS Registration website. Global MBA and MAcc students will select the semester they are registering for then, type in the Course Registration Number (CRN), which can be found on the Class Availability website.

Note: MS students will register through Outreach College/Extension and the CRN will have four digits. MS students will select the Extension term (i.e. Fall 2023 Extension) when registering for classes. The CRNs will not be posted on the class availability website. The Master Programs Advisor will email the MS students the CRN once it becomes available.

The student should clear any holds from their account prior to registering. A short YouTube video clip explaining how to register for classes is provided once logged into

the MyUH account. After you have registered for classes, you are eligible to obtain a UH student ID card at the Campus Center ID card office.

TUITION AND FEES

The tuition is based on the student's state of residency and the amount of credits taken per semester. The student fees are the same for residents and non-residents of Hawai'i and will allow the student to purchase a U-Pass (bus pass), use the fitness center and pool, and other UH services. Please refer to Appendix B for links to information about tuition and fees.

MS Students pay per credit hour and the tuition cost is the same for residents and non-residents. Tuition payment is due the day the student registers for classes. MS students are considered Outreach College students and do NOT pay student fees.

GRADUATE BUSINESS STUDENT ASSOCIATION *GBSA+

GBSA is dedicated to enhancing the Shidler College of Business Masters programs at UHM through the facilitation of interaction and reciprocity at educational and professional levels of students, faculty, alumni, and business entities. All graduate students enrolled in a Shidler College of Business program are automatically members of GBSA. GBSA officers are elected at the end of each calendar year and hold their positions for one year.

LUM YIP KEE *LYK+ LOUNGE

The LYK Room and Computer Lab are exclusive spaces for Masters business students located in E-401 and E-501. These rooms are intended as a lounge, study area and collaborative working space for Masters business students to gather and foster their academic learning. Both rooms are open from 6:00 A.M. - 10:00 P.M., seven days a week. The rooms are accessible via a pass code, available through OSAS Grad and the GBSA. Students should note that bathroom facilities may have limited availability within the college on weekends, holidays, and non-instructional periods.

Since these are shared spaces for some Masters students only, it is important to follow the rules below:

- No food or drink-related trash should be kept in the lounge as this attracts roaches and ants. **Please dispose of any food or drink in the outside garbage bins only.**
- Students shall abide by the set hours of 6:00 a.m. – 10:00 p.m. Monday–Sunday.
- OSAS Grad and the Shidler College of Business will not be liable for any stolen/lost belongings.

Students who are found in violation of any of the above rules may be prohibited from using the space and will be asked to pay for any damages or the changing of the security codes.

LYK COMPUTER LAB

To access Shidler computers you must first obtain a NETLAB account. OSAS Grad will collaborate with the Shidler IT Department to ensure every eligible Shidler Masters student be issued a username and password. Each student will be allotted 500 pages of printing a semester free of charge. If there are any questions or assistance is requested, please contact OSAS Grad.

PACIFIC ASIAN CENTER FOR ENTREPRENEURSHIP *PACE+

Established in 2000 at the Shidler College of Business, the Pacific Asian Center for Entrepreneurship (PACE) is the home of a set of experiential entrepreneurship programs at the University of Hawai'i. PACE offers mentorship, training, and resources to all UH students across the 10 campuses within the University of Hawaii System (UH). The center's comprehensive portfolio of programs is designed to encourage entrepreneurial thinking across disciplines and inspire entrepreneurs to move their ideas from conceptualization to commercialization.

Here are a few PACE opportunities that are available to Shidler graduate students.

- The UH Breakthrough Innovation Challenge and the UH Venture Competition offer platforms for UH students to explore and develop their business ideas. The competitions provide mentorship, education on the lean startup methodology, and cash awards.
- Summer Startup Launchpad is a six-week intensive program that provides education and mentorship to help evaluate a business idea.
- The Virtual Professional-in-Residence mentorship program connects UH students and faculty with local business experts via email and phone. Volunteers with expertise in law, marketing, intellectual property, finance, or venture funding are available weekly to offer their knowledge and advice.
- Entrepreneurship Live and in-SPACE events are designed to provide students opportunities to meet, connect, be inspired by the stories of working entrepreneurs, and learn specific startup topics.
- The Calvin Shindo Student Venture Fund is a student-run venture capital fund for early-stage UH-affiliated companies. Student leaders learn to make investment decisions, negotiate, and structure transactions.

SCHOLARSHIP INFORMATION (General scholarships)

There are a number of scholarship opportunities for Shidler graduate students. See below for details:

Merit Scholarship

- Awarded: At the time of admittance.
- Criteria: Standardized test score (if applicable), GPA, and work experience
- Special Conditions: May apply to summer tuition. May be removed if student drops below 8 credits per semester or drops below a 3.0 GPA.
- Applicants will automatically be considered upon admittance.

Needs-Based Scholarship

- Awarded: Bi-Annually, based on number of graduate students and funding available.
- Criteria: Based on need demonstrated through the FAFSA application.

Freeman Scholarship (Global MBA only)

- Awarded: Annually
- Requirements: Must be participating in an experience with an Asian focus
- Criteria: Based on the experience/program and GPA
- Special Conditions: The purpose of this scholarship is for an education abroad or international experience with an Asian focus
- Application: Through OSAS Grad upon acceptance to an Asia-focused program

UH Foundation Scholarships

- Awarded: Annually but awarded for fall term only
- Requirements: Open to all, certain scholarships have specific requirements. See STAR for details
- Criteria: GPA, essays, and other requirements specified in the individual descriptions
- Application: Through STAR system (deadlines generally in March). Most scholarships can be applied for via the general application. There are some scholarships that require individual applications, which will be indicated on STAR.

BETA GAMMA SIGMA

Beta Gamma Sigma (BGS) is the national scholastic honor society for students of business and management. An invitation to join BGS is the highest scholastic honor that a student in the Shidler College of Business can achieve. Invitations for membership are sent each October to students who meet certain criteria.

APPENDIX B: LINKS TO RESOURCES

Class Availability	https://www.sis.hawaii.edu/uhdad/avail.classes?i=MAN
MIX	http://manoa.hawaii.edu/mix/
UH Manoa Study Abroad Center	http://www.studyabroad.hawaii.edu/
Laulima	https://laulima.hawaii.edu/portal
Student Code of Conduct	http://studentaffairs.manoa.hawaii.edu/policies/conduct_code/
Office of Title IX	http://manoa.hawaii.edu/titleix/
Office of Student Affairs	http://studentaffairs.manoa.hawaii.edu/departments/seed.php
Shidler Career Links (Handshake system)	https://hawaii.joinhandshake.com/
Office of Veterans' Affairs	http://manoa.hawaii.edu/records/veterans/
MyUH Services	https://myuh.hawaii.edu/
Pacific Asian Center for Entrepreneurship	http://pace.shidler.hawaii.edu/
UH Manoa Tuition and Fees (Global MBA and MAcc)	https://manoa.hawaii.edu/records/tuition_fees/tuition.html
Outreach College Tuition Information (MS students)	https://www.outreach.hawaii.edu/admissions-and-aid/tuition-and-fees/
UHM Commuter Services	https://manoa.hawaii.edu/commuter/
ITS Wireless Passthrough	https://www.hawaii.edu/wireless/pt/

APPENDIX C: CONTACT INFORMATION

OSAS Grad Staff:			
Marc Endrigat, MA	Director of MBA/MAcc Admissions	endrigat@hawaii.edu	(808)956-2911
Rhana Lau	Secretary	rhana@hawaii.edu	(808)956-2491
Shannon Mark, MPA, M.Ed.	Master Programs Advisor	skwcmark@hawaii.edu	(808)956-9016
Rick Varley, MA	Director Internship and Career Development	rvarley@hawaii.edu	(808) 956-6972

Administration:			
Robin Hadwick, MBA	Assistant Dean for Student Services	hadwick@hawaii.edu	(808) 956-0328

General:		
Graduate Assistant	busgrad@hawaii.edu	(808)956-8266
Student Assistant	busapp@hawaii.edu	(808)956-8266
Fax Number		(808)956-2657