This booklet is designed to answer some of the most frequently asked questions we receive from students. As you read through this information, additional questions may come to mind. It is recommended that you regularly consult the Operations Management website located at operations-management.uark.edu. Here you will find the course schedule for the school year including registration dates, session dates, last date to withdraw from class, etc. You will also find many forms that you will need as you work toward your degree. (Forms not available on this web link are provided in the Appendix to this document.) Feel welcome to contact your site coordinator for more information.

**Thank you for choosing the Master of Science degree in Operations Management**

Please consider referring a friend, family member or co-worker. Our program has grown, in large part, thanks to the strong recommendations our students give to friends and co-workers. Please let us know of applicants whom you have referred so that we may send you a small gift as a token of our appreciation.

**Accreditation**

The University of Arkansas is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools.
Your Site Coordinator

Students attending classes at each of our four live program sites, as well as those classified as remote students, are assigned to a site coordinator who is responsible for advising and supporting students on their academic journey. The site coordinator is your primary contact with the MSOM program for a wide variety of academic and administrative matters.

University of Arkansas MSOM “Live” Program Sites:

<table>
<thead>
<tr>
<th>Northwest Arkansas at Fayetteville</th>
<th>Northwest Florida at Hurlburt Field Air Force Base</th>
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</thead>
<tbody>
<tr>
<td>Greater Memphis Area at Naval Support Activity Mid-South</td>
<td>Central Arkansas at Little Rock Air Force Base</td>
</tr>
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</table>

University of Arkansas MSOM Site coordinators:

<table>
<thead>
<tr>
<th>Northwest Arkansas and Online Students (Last Name A-K)</th>
<th>Northwest Florida at Hurlburt Field</th>
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</thead>
<tbody>
<tr>
<td>Mindy Hunthrop</td>
<td>Sheila Vaughn</td>
</tr>
<tr>
<td>Phone: 479-575-4491</td>
<td>Phone: 850-884-3844 (DSN)</td>
</tr>
<tr>
<td>Email: <a href="mailto:hunthrop@uark.edu">hunthrop@uark.edu</a></td>
<td>Fax: 850-581-2668</td>
</tr>
<tr>
<td>Office</td>
<td>Email: <a href="mailto:msomhff@uark.edu">msomhff@uark.edu</a></td>
</tr>
<tr>
<td>314C White Hall</td>
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<tr>
<td>Mail</td>
<td></td>
</tr>
<tr>
<td>4207 BELL Eng. Center</td>
<td></td>
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<tr>
<td>1 University of Arkansas Fayetteville, AR 72701</td>
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</tbody>
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<table>
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<tr>
<th>Central Arkansas at Little Rock Air Force Base</th>
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<tbody>
<tr>
<td>Sharon Garner</td>
</tr>
<tr>
<td>Phone: 501-988-2522</td>
</tr>
<tr>
<td>Fax: 501-988-2529</td>
</tr>
<tr>
<td>Email: <a href="mailto:msomlr@uark.edu">msomlr@uark.edu</a></td>
</tr>
<tr>
<td>Office</td>
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<tr>
<td>Jacksonville/Little Rock University Center</td>
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<tr>
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<th>Greater Memphis Metro Area at Millington</th>
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<tr>
<td>Marge Pasch</td>
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<tr>
<td>Phone: 901-872-2280</td>
</tr>
<tr>
<td>Fax: 901-872-2410</td>
</tr>
<tr>
<td>Email: <a href="mailto:ua-nsam@uark.edu">ua-nsam@uark.edu</a></td>
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<tr>
<td>Office</td>
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<tr>
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<td>Mid-South/Navy College</td>
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<tr>
<td>Bldg. S-241, Room 139</td>
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<tr>
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<td>1 University of Arkansas Fayetteville, AR 72701</td>
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</tbody>
</table>

Millington, TN 38054

iv
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DEGREE REQUIREMENTS

Basic Requirements

The primary degree requirements are successful completion of ten graduate courses (30 semester credit hours) and passing a comprehensive exam. Any needed undergraduate prerequisites must be completed before a student can take their 5th graduate course. (Details on how to satisfy undergraduate prerequisites are outlined in the Appendix.)

The following are some degree specifics:

- The MSOM degree must be completed within six years, including any transferred graduate credit.
- Students are eligible to take the comprehensive exam when they have completed their eighth OMGT graduate course.
- Maintaining an overall 3.0 GPA, calculated only from U of A graduate courses in this curriculum, is required. There is no grade forgiveness; grades from all course attempts will be included in your GPA. If after 15 total hours of graduate study and the GPA is lower than 3.0, students are placed on Academic Warning for one semester. Students are subject to dismissal from the program if the GPA shortfall has not been remedied after one semester. A grade below “C” results in the corresponding course not counting toward the ten required for degree completion; however, such grades do continue to count toward the student’s GPA. A 3.0 GPA is required for graduation from the program beginning Session 1 (August) 2013. For students who started before this date, the minimum GPA requirement for graduation is 2.85. Students in master’s programs may take only 6 hours in addition to degree requirements (for a total of 36 credit hours in the MSOM program) in an effort to raise the grade point average necessary to graduate. If a student first encounters academic difficulty after he/she has already completed six credit hours for the degree beyond the minimum degree requirements, no additional courses may be taken.

Required Courses

Four core courses have been required of all students entering the program since August 2008. For students beginning their first graduate course in Session I (August, 2011) or later, however, these original course requirements for degree completion have been amended. The changes outlined below were introduced in order to ensure that all students obtain a mastery of core Operations Management subjects early in their studies. The changes also enhance the academic integrity of the program, while better equipping all our students to be Operations Managers. Beginning Spring 2016, OMGT 5873 Organization and Control was removed as a required course.) The four required courses below must now be completed within the first 18 hours of graduate study:

1. OMGT 5003—Introduction to Operations Management (preferably taken as the first course, as a course in the first session, or in special circumstances, in the second session.)
2. OMGT 5783—Project Management for Operations Managers
3. OMGT 5123—Finance for Operations Managers or OMGT 5463—Economic Decision-Making
4. OMGT 5623—Strategic Management

In addition, students must earn a grade of “B” or better in their four core courses. A “C” grade received in a core course will result in the student having to repeat that course as soon as possible as determined by program administration. Failure to obtain a grade of “B” or better on the second attempt will lead to dismissal from the program.

Transfer of Graduate Courses

Up to six semester hours of graduate level credit, taken within the overall six year timeframe of the MSOM degree, can be transferred in if content is equivalent to that of our courses. The course grade must be a “B” or better. Students will need to provide the number, name, description (and possibly, the syllabus) for each course.
to be transferred. Students cannot take the equivalent MSOM course for graduate credit once a transfer has been tentatively approved. Requests for transfer credit will be reviewed by the Assistant Director. After completion of the course(s) approved for transfer, an official transcript should be sent to the site coordinator.

Students should send a written request (email) to their site coordinator, requesting that the U of A review coursework for possible transfer credit with details supplied as described above. (Student must include the specific MSOM course(s) proposed for transfer credit.) The department will not automatically grant transfer credit based on the transcripts that come in the student’s application packet, until a formal request has been made.

Any graduate courses that have been tentatively approved for transfer by the Operations Management Program Office will not appear on university records (UAConnect) until after a student has been cleared for graduation by the Program Office. Transfer credits are subject to final approval by the U of A Graduate School. As a student nears the end of the program, they must submit a completed “Transfer of Graduate Credit Request” located on this website:

http://operations-management.uark.edu/academics/courses-and-requirements/transfer-credit.php

Program Readmission Requirements

Students have a full six years to complete the program; however, students who delay or defer their studies for a full semester (Fall 8W1 & 8W2, Spring 8W1 & 8W2) or more must be readmitted to the program.

Readmission to the Graduate School is not automatic. Students must meet the requirements in the Graduate Catalog available at https://catalog.uark.edu/graduatecatalog/admissions.

Students who have been enrolled in the Graduate School within the five preceding academic years but have not enrolled in the immediately preceding semester will be readmitted if they earned a 2.85 cumulative grade point average or higher, complete a new Application for Admission form, receipt of any transcripts from other institutions since previous admission to the University, and graduate status at the end of the previous enrollment was “good standing.” Students will be subject to the effective Course Catalog at time of readmission.

Comprehensive Exam

Successful completion of a comprehensive examination is one of the final steps toward earning the Master of Science in Operations Management degree. The comprehensive exam (comp exam) is a tool for evaluating the student to verify that he/she has achieved a sufficient level of knowledge and expertise in the Operations Management curriculum to be awarded the MSOM degree. The exam also serves as an assessment of the effectiveness of both the teaching in the program as well as curriculum content.

To be eligible for the examination, a student must have successfully completed all prerequisite courses and 8 graduate-level MSOM courses (including all four required graduate courses). Any approved graduate transfer courses are not counted toward the 8 completed MSOM courses. The exam tests all successfully completed graduate-level MSOM courses and the MSOM equivalent to any previously approved graduate transfer courses will also be applicable subject matter during your oral comprehensive examination. Immediately upon completion, the student is given the result. Although there is a high pass rate for the MSOM comprehensive exam, students should not take the exam lightly. Seriousness of purpose should be expressed by the student's diligent preparation, positive attitude, and professional manner of dress.

The delivery of the exam includes the following:

1. The oral exam panel consists of 3-4 faculty members, including a program administrator from Fayetteville. Oral examinations are scheduled days per months, usually on the Tuesday of the first full week of the month, the second Wednesday, and the third Thursday. Students will call in and speak to the panel via GoToMeeting, or live at the Fayetteville Campus. The scheduled dates will be posted on the MSOM homepage and students must apply for the comp exam using the link on the MSOM homepage. Beginning Fall 2016, all comprehensive exams will be 30 minutes.
2. The oral exam format includes the three sections listed below.

1. Student PowerPoint presentation that is 8-10 minutes (10 minutes is the absolute cutoff). The student will record him/herself giving the PowerPoint presentation using Blackboard Kaltura and will upload the video in the Comp Exam Blackboard course the student will be enrolled in. It will outline the following:
   i. Previous education: institution, major, special projects
   ii. Professional work experience
   iii. Coursework concepts used in case studies, class projects, or work that address each of the 7 program outcomes.
   1. Apply the skills and techniques required to lead and manage complex global operations involving processes, technology, and people.
   2. Design plans and controls to create value through strategic, tactical, and operational change.
   3. Design plans and controls to lead and manage multi-disciplinary projects.
   4. Identify problems, analyze alternatives, and design solutions considering financial, environmental, and societal impact.
   5. Use quantitative techniques and models to analyze data to support decision-making.
   6. Assess legal, regulatory, professional, and ethical corporate and individual responsibilities.
   7. Write and present to stakeholders and senior decision makers.
   iv. How the MSOM program, its curriculum, and the ten Operations Management decisions will fit into career plans or has complemented current or past work
2. The committee of three MSOM graduate faculty members will follow up with questions to the student that focus on the courses that fulfill program outcomes that were not completely and effectively presented.
3. The student will be graded on the student’s understanding of the program outcomes. A pass or fail grade will be awarded.

3. Our program uses an oral exam format because it makes an interchange possible between the instructors and the student. For example, if a student’s answer begins to veer off course, he/she can be redirected toward the correct answer. Through follow-up questioning that probes for more specific information on a given subject, the oral format also allows students to display a greater range of their knowledge in that area.

4. GoToMeeting administration of the oral exam is available only if a face-to-face oral comprehensive exam is not possible (especially for our remote students.) The faculty panel conducts these exams on Fayetteville campus and students are welcome to travel and participate there. A webcam and microphone are required. Students should not plan to take GoToMeeting orals from public locations where noise, interruptions or other distractions are present. See oral exam option above for the exam format.

5. The written version of the comp exam is available only: (a) for students with extenuating circumstances that prevent their participating in the oral examination and (b) as a secondary option for students who have attempted the oral exam twice, but did not pass. The written exam is a proctored, closed-book, closed-note, closed to all resources, 2-hour exam that can be scheduled at any time during the year. The student must submit a completed proctor form available on the MSOM website. This exam can be completed on a computer (the exam is a Word document). Students should contact their site coordinator two weeks before planning to sit for the exam and agree on a convenient exam time with their proctor. Approval by the program director is required for written comprehensive exams.
Admittedly, the idea of being tested over 8 or more courses, some of which may have been completed 2 or more years before, can be daunting. The questions on the exam are designed to measure knowledge of the basic concepts and principles of each course. The student is expected to be able to delve into topics in depth and with understanding of the concepts, rather than simply providing memorized answers from the textbook. Focus on broad concepts for each course rather than solely on tidbits of information. For the most part, the exam panel is looking for an overview or depth of knowledge, not necessarily discrete bits of detailed information. Notes, textbooks or other resources are not allowed during the exam.

The following can help guide exam preparation:

- Students should review the main ideas and course objectives from each course. It is very helpful to keep textbooks and notes for each class completed.
- Some useful review techniques include re-reading class notes; making an outline of principal concepts from each course; preparing a glossary of key terms, theories, and leaders/ideas in specific fields.
- Expand review of course concepts, tools and techniques by thinking of example applications, such as a scenario in which methods could be applied in the workplace.
- Thoroughly review the content of OMGT 5003 – Introduction to Operations Management and identify specific courses to review in more depth.

Any questions asked during the comprehensive exam are expected to remain confidential. Passing information about the content of the exam itself on to other students is considered a violation of the University’s academic integrity policy. Students must agree to the integrity policy/non-disclosure form when they apply to take the exam.

Here are some questions that students frequently ask about the comprehensive exams:

**Q: How should I study for this exam?**

A: Conventional methods of exam preparation are often not effective for this exam. Because of the breadth of the exam, cramming detailed information on the eve of the exam is probably counterproductive. It is a good idea to sit down and write in your own words three or four valuable points learned in each of the courses you took toward the degree. Reading over your course summaries/objectives the day before the exam will help you to be prepared to comment on any course if given this latitude during the exam. All of the professors will have access to a list of the courses you took toward the degree.

**Q: Must I receive the unanimous vote of the faculty panel to pass the examination?**

A: The faculty usually tries to reach a consensus, but if there is an impasse, the majority will rule. If a student does not pass the comprehensive exam, there is usually an opportunity to re-take the exam either in written form or at the next administration of the oral exam.

**Q: How should I respond to a question if I do not know the answer?**

A: It’s OK to say “I don’t know” or I don’t recall the answer to this specific question.” After saying this, you might politely say “I do know that…….” and continue by showing some knowledge of the subject area from which the question was chosen. Be sure at first to address the specific question asked, even if your response is “I don’t know.” Sometimes professors will ask questions that will help get you to the answer of the original question. The questions below from OMGT 4783—Project Analysis and Control offer an example of the type of questions that might be posed and how the subsequent discussion might evolve:

**Q: Describe the critical path and its role in the management of a project.**

A: The critical path is the longest path to completion of a project. There is no slack in the activities on the critical path. While critical path activities are underway, other, non-sequential tasks can be performed concurrently. Following the critical path allows time for completion of all activities of a project. Successful project management depends upon correctly defining the critical path and ensuring that all steps along it are completed on schedule.
Q: What happens if completion of a critical path task is delayed?
A: Completion of the entire project is delayed; the entire project falls behind schedule.

Q: What can be done to make up delay time and what are the advantages/disadvantages of such action?
A: If necessary, a critical path activity can be “crashed”, meaning extra resources can be poured into it to shorten its completion time. The advantage is that crashing gets the project back on schedule, but the disadvantage is that it adds to the project cost.

Q: How would a project manager go about determining whether it is more feasible to permit a schedule delay or to accelerate a critical path operation?
A: The PM can conduct a cost/benefit analysis for each scenario to determine which approach is more advantageous.

Q: Other than actual dollars lost on getting a project back on track (or delaying its completion), what does the PM risk by crashing to stay on schedule (or postponing project completion)?
A: Crashing can burn out your people, leading to turnover of key team members. The PM may also get a reputation for poor planning and wasting company resources. Project delay carries the risk of eroding a PM’s credibility with management and the customer.

Academic Honesty/Plagiarism Issues

Original work is expected in any academic paper or other type of project deliverable presented to fulfill the academic requirements of the Master of Science degree in Operations Management. It is academically acceptable to draw upon the works of others in the production of a project paper or report, but each instance of the use of such borrowed material must be properly documented to show clearly what parts of the finished product represent the work of others and what parts are original. In all cases, work-related Special Problems (SP) should be projects the student initiates and not merely recapitulates. Instructors should be alert to the potential for unattributed borrowing from pre-existing manuals or projects at a student’s workplace. Instructors will also routinely run completed projects through the university’s anti-plagiarism software “SafeAssign.”

The University’s Center for Learning and Student Success (CLASS+) is an excellent resource for understanding how to integrate and cite sources. Visit their website at https://class.uark.edu/resources.php#writing.

Unattributed Quoting of Books, Articles, Internet, etc. - Students should understand that using verbatim or slightly modified text taken from other sources without specifically and separately identifying the source for each borrowed passage constitutes plagiarism and results in a failing grade for their project. The University has software available to detect such unauthorized borrowing, and all SP project papers should be checked by the instructor for plagiarism.

Extensive Quoting of Attributed Sources - There is a tipping point at which an SP project paper with extensive quoting of sources ceases to resemble the student’s original work. While any metric we decide upon is likely to be arbitrary, a 10% limit on attributed quotes seems reasonable.
GETTING STARTED IN THE MSOM PROGRAM

This section introduces new students to the interface systems they will use in the MSOM program. Before beginning their first course in the program, students should set a password for their UARK account. Their UARK username is also assigned at this time. The username and password for one’s UARK e-mail account will be used for many University systems and online facilities besides official University email. Students’ UARK logins allow them to access their university e-mail account, Blackboard (an on-line learning management system) and the UAConnect System (grades, account balance, etc.). At the end of this section, distance course exam proctoring is covered.

Student Computer/Internet Requirements

A PC or Mac that has been bought within the last 2 - 3 years should meet the minimum hardware requirements. The following items are a must:

- A minimum of 4GB RAM
- A screen resolution of at least 1024 by 768 pixels
- Broadband Internet connection
  - Internet download speed: .768 Mbps minimum (1.5 Mbps recommended)
  - Internet upload speed: .384 Mbps minimum (1.5 Mbps recommended)
- a modern web browser (Firefox, Chrome, Safari, Internet Explorer)
- a webcam (640x480 minimum)
- speakers
- headphones (optional)
- microphone or headset

Students must check to ensure they are using an updated browser with the appropriate plug-ins by using the
Browser Check in the gray menu bar at the top of the Blackboard screen.

Details about supported browsers can be found on this webpage: https://bbhelp.uark.edu/web-browser-compatibility/

Software Requirements

- **Word processor**: Students must be capable of saving the assignment in either the file format that the instructor is using (typically Microsoft Word) or as a PDF file.
- **JAVA**: Students must have the most recent version of JAVA. Java can be downloaded/installed at http://www.java.com.

University of Arkansas Student ID

The nine-digit University of Arkansas student ID is initially provided by the Graduate School in its application acknowledgement letter to students. This ID is referenced in all subsequent correspondence, and is necessary to activate your UARK account.

UARK Account and E-mail Set-up & Reactivation

Every student is issued a UARK Account that is used for email, UAConnect, Blackboard access, and access to other on-line functions at the University. The student’s login ID is based on his/her name and will contain letters and possibly numbers. The login ID is the same as the portion of the email address that precedes “@uark.edu.” The login ID is not to be confused with the student’s nine-digit University of Arkansas Student ID which is issued when a student’s application for admission is processed. The user link (www.uark.edu/newuser) is a user-friendly website that will walk students through the process of opening their UARK accounts and setting their password.
The University ID (nine-digit number) and student birth date are required to access this site. **It is very important to setup security questions/answers when establishing your password. This will allow the student to lookup or reset your password without having to go through the Registrar’s Office.** Students should send their site coordinator their UARK email address right away.

IT Services at 479-575-2905 or userhelp@uark.edu can assist if any questions arise.

Students must check their UARK email regularly for notifications and other official correspondence. It is a FERPA mandate that any correspondence between students and a U of A employee be made through UARK email. For ease and timeliness, students should send any inquires, etc. with their UARK email address so that that U of A employee can simply hit “reply” to respond.

Students can have UARK emails forwarded to their personal email by going to this link: https://techarticles.uark.edu/email/forwarding_email/ -- and completing the steps outlined in the section, “How do I forward my university e-mail to another account?”

**A very important notification that is sent periodically to students’ UARK email addresses instructs them to change their passwords within 30 days. If this is not done, a student will be locked out of UARK mail and Blackboard. Resetting a password after getting “locked out” involves contacting the Registrar’s Office (see section II.E. “Changing your UARK Account Password”). A student’s UARK email address will become inactive if courses aren’t taken regularly.**

**Blackboard Description and Access**
Blackboard Learn is the Learning Management System used for distance course delivery at the U of A. Blackboard Learn, a widely used course management system with a software web interface, is used as a supplement for live courses also. Instructors can use Blackboard for posting the syllabus, handouts, homework assignments, discussion boards, etc. On-line course exams are administered through the Blackboard site. For more information about Blackboard, access http://bbhelp.uark.edu.

Once students have set up their UARK accounts, they can gain access to the Blackboard site: https://learn.uark.edu. Courses usually appear in a students’ Blackboard site 3-5 days before the session starts. Should a course enrollment take place within this time, the course should appear in Blackboard within 24-48 hours.

If a course is either not shown or remains inaccessible as a Blackboard selection after a reasonable time, students can send an inquiry to their site coordinator. If a student is locked out of Blackboard, the most likely cause is that his/her password must be reset (see following section.)

**Preliminary Blackboard Troubleshooting - After logging into Blackboard students should:**

**CHECK BROWSER:**
The top right of the main Blackboard page has a ‘Check Browser’ link. All students should click this link to insure their browser is validated, cookies and JavaScipt are enabled, pop-up blocker is turned off, and Java checks out.

**CHECK COMPUTER SPECS:**
Any recent computer should be fine, as long as it's at least Windows 7 or Mac OS X, and uses supported web browsers.

**STUDENT HELP TOPICS:**
When students seek help for problems encountered on Blackboard, they should first reference the “Blackboard Help for Students” link listed on the following page: https://bbhelp.uark.edu/

Here they can find solutions for topics such as: (Lecture Videos) Troubleshooting, Expired Password, pop-up blockers, solutions to common browser problems, supported browsers, and much more.
BB SUPPORT REQUEST FORM:
If the help a student needs is not available through any of the above procedures or links, he/she can find the “Bb Support Request Form” at the top right of the main page. Students should describe their problem specifically and in sufficient detail in order to narrow the range of potential solutions as much as possible for the Blackboard Administrator.

Changing the UARK Account Password
Due to state standards governing computing security, all UARK account passwords have an expiration date. Passwords will need to be changed within four months after they are initially set. Email reminders will be sent to the student’s UARK account prompting him/her to change the password. The password must be changed within 30 days of the first email notification or the student will be locked out of UARK mail and Blackboard.

This webpage https://registrar.uark.edu/reset-email-and-uaconnect-login-account.php has a user friendly step listing of the password resetting process. The following are the basics of the process:

- A password can be reset or changed through the webpage password.uark.edu
- If the password has expired, a “security” question/answer can regain access. This emphasizes the importance of setting up a question/answer through the password manager.
- If a student hasn't set up such a question/answer, he/she will have to visit the Registrar's office in person, or submit a completed form. This form is on the following webpage and must be completed, signed and either mailed or faxed to the Registrar's office http://registrar.uark.edu/reset-email-and-uaconnect-login-account.php

Students must check their UARK email regularly for notifications and other official correspondence, or they can have UARK emails forwarded to their personal email by going to this link: https://techarticles.uark.edu/email/forwarding_email/

Exam Proctoring (Online and Hybrid Classes Only)
ProctorU - All online classes will have online proctored exams in each course. Live and hybrid courses may also have online proctored exams. Proctoring for these exams is provided by ProctorU, an electronic exam proctoring service. Students will contact ProctorU in order to gain access to online tests. They will be required to produce identification, answer a series of questions from a public database that will help confirm their identity, and pan their webcam around the room in which the exam will be taken in order to ensure that no prohibited materials or parties are present in the area. An assigned proctor at ProctorU will observe the student and his/her computer to ensure that the test is completed without accessing any restricted online information sources, textbooks, or notes as designated by the professor.

If a student is disconnected from ProctorU for at least 15 minutes while taking an exam, the exam may be voided based on the program administration’s evaluation of the proctoring situation. If, during the exam, the student notices that they are not connected to ProctorU, the student shall immediately reconnect with ProctorU and shall continue taking the exam. If a student is unable to reconnect with the proctor, the student must exit the exam and call a Proctor U representative (855-772-8678). Proctor U will document lost time on an exam, but the student shall also immediately notify the instructor of the situation.
Student ID Cards (Students attending Fayetteville courses)

Fayetteville students will need a student ID card in order to ensure access to campus buildings for live Saturday or evening classes, to check out materials from the library, to use the HPER exercise facilities or to take advantage of other on-campus services. ID cards can be obtained from the Campus Card Office in the U of A Student Union between 8:00 am and 5:00 pm. The charge for an ID card is $22.00. After receiving a card, students should come to BELL 3189 during business hours to activate it for access to the Bell Engineering Center and Engineering Hall.

Fayetteville Campus Parking

Parking is available on Dickson Street across from Engineering Hall. Students with a permit can park in the blue and yellow areas at no charge after 8:00 pm on weekdays and any time during weekends. Paid metered spots and the Harmon Avenue parking garage are available during the day. Students must purchase an annual parking permit if they plan to park on campus during the day and before 8pm on weekdays.
COURSES

Blackboard is used to post information on upcoming assignments and on-line exams, answer student questions, encourage interaction among students via class discussions, and post supplementary course materials. Students pay a technology fee in addition to tuition for courses that are delivered online. Live and Independent Study courses do not have a technology fee.

MSOM classes follow a different schedule from that of regular U of A classes. MSOM classes are conducted in five accelerated eight-week sessions per year, beginning in August, October, January, March and May. A complete schedule of classes is published annually in July and is posted on our website. While official university holidays are observed, the MSOM program does not observe spring break week.

The undergraduate prerequisite and graduate course descriptions and their required textbooks are on the MSOM website.

Undergraduate Prerequisite Courses

Students must complete all prerequisites before starting graduate coursework or complete a prerequisite for every graduate course completed. The Appendix 1 outlines the alternate ways to satisfy undergraduate prerequisites.

The following table lists all courses, any prerequisite requirements and the curriculum delivery. A “C” grade or better is required. A student may only repeat an OMGT prerequisite one time and must pass on the second attempt. If a student earns a D grade or lower on an OMGT prerequisite, no additional graduate coursework may be attempted until all prerequisite requirements are satisfactorily completed. Grades in these prerequisite courses will not be factored into a students’ graduate degree GPA. These courses are offered at the same tuition and technology fee as the graduate courses.

Table 1 - Undergraduate Prerequisite Courses

<table>
<thead>
<tr>
<th>DEPT</th>
<th>NBR</th>
<th>Course Title</th>
<th>Must be Completed before these Grad Courses can be Taken</th>
<th>Curriculum Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>OMGT</td>
<td>4313</td>
<td>Law and Ethics</td>
<td>OMGT 5113, OMGT 5143, OMGT 5253, OMGT 5733</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>4323</td>
<td>Industrial Cost Analysis (Accounting)</td>
<td>OMGT 5123, OMGT 5463</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>4333</td>
<td>Applied Statistics</td>
<td>OMGT 5003, OMGT 5013, OMGT 5373, OMGT 5433, OMGT 5443, OMGT 5503, OMGT 5613</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>4853</td>
<td>Introduction To Decision Support Tools in Operations Management (MS Excel)</td>
<td>OMGT 5003, OMGT 5013, OMGT 5123, OMGT 5373, OMGT 5433, OMGT 5443, OMGT 5463, OMGT 5673, OMGT 5823, OMGT 5833</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>DEPT</td>
<td>NBR</td>
<td>Course Title</td>
<td>Pre or Corequisite Requirement</td>
<td>Curriculum Delivery</td>
</tr>
<tr>
<td>------</td>
<td>-----</td>
<td>------------------------------------------------------------------------------</td>
<td>---------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>OMGT</td>
<td>5003</td>
<td>INTRO TO OPERATIONS MANAGEMENT *Required course; best to take within the first two courses</td>
<td>OMGT 4333, 4853</td>
<td>ONLINE /Hybrid</td>
</tr>
<tr>
<td>OMGT</td>
<td>5013</td>
<td>SUPPLY CHAIN MGMT FOR OM</td>
<td>OMGT 4333, 4853, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5113</td>
<td>HUMAN RESOURCE MANAGEMENT</td>
<td>OMGT 4313, 5003</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>5123</td>
<td>FINANCE FOR OM *Required course or substitute OMGT 5463</td>
<td>OMGT 4323, 4853, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5133</td>
<td>OPERATIONS MGMT IN THE SERVICE SECTOR</td>
<td>OMGT 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5143</td>
<td>CONTEMPORARY ISSUES IN HUMAN RESOURCE MGMT</td>
<td>OMGT 4313, 5003, 5113</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>5223</td>
<td>SAFETY &amp; HEALTH STANDARDS RESEARCH (Provides preparation for Certified Safety Professional &amp; Certified Industrial Hygienist exams)</td>
<td>OMGT 5003, 5303</td>
<td>IND. STUDY</td>
</tr>
<tr>
<td>OMGT</td>
<td>5253</td>
<td>LEADERSHIP PRINCIPLES</td>
<td>OMGT 4313, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5303</td>
<td>HEALTH CARE POLICIES &amp; ISSUES</td>
<td>--</td>
<td>LIVE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>5373</td>
<td>QUALITY MANAGEMENT – (Provides preparation for ASQ certification exam)</td>
<td>OMGT 4333, 4853, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5423</td>
<td>OPERATIONS MGMT &amp; GLOBAL COMPETITION</td>
<td>OMGT 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5403</td>
<td>INDUSTRIAL SAFETY ADMIN (Provides preparation for Certified Safety Professional &amp; Certified Industrial Hygienist exams)</td>
<td>--</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5433</td>
<td>COST ESTIMATION MODELS</td>
<td>OMGT 4853, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5443</td>
<td>DECISION MODELS</td>
<td>OMGT4333, 4853, 5003</td>
<td></td>
</tr>
<tr>
<td>OMGT</td>
<td>5463</td>
<td>ECONOMIC DECISION-MAKING *Required course or substitute OMGT 5123</td>
<td>OMGT 4323, 4853, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5503</td>
<td>MAINTENANCE MANAGEMENT</td>
<td>OMGT 4333, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5613</td>
<td>LEAN PRODUCTION &amp; INVENTORY CONTROL</td>
<td>OMGT 4333, 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5623</td>
<td>STRATEGIC MANAGEMENT *Required course or substitute OMGT 5873; (Should be taken in latter portion of degree program)</td>
<td>--</td>
<td>LIVE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>5633</td>
<td>LINKAGES AMONG TECHNOLOGY, ECON &amp; SOCIETAL VALUES</td>
<td>--</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5673</td>
<td>PRINCIPLES OF OPERATIONS RESEARCH</td>
<td>OMGT 4853, 5003</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>5733</td>
<td>HUMAN BEHAVIOR ANALYSIS</td>
<td>OMGT 4313, 5003</td>
<td>LIVE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>577H</td>
<td>SPECIAL TOPIC – Homeland Security for Operations Managers (beginning Spring 2016)</td>
<td></td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>577P</td>
<td>SPECIAL TOPIC – Advanced Project Management</td>
<td>OMGT 5003, 5783</td>
<td>ONLINE /Hybrid</td>
</tr>
<tr>
<td>OMGT</td>
<td>5783</td>
<td>PROJECT MANAGEMENT FOR OM *Required course; provides preparation for PMI credential exams</td>
<td>--</td>
<td>LIVE &amp; ONLINE</td>
</tr>
<tr>
<td>OMGT</td>
<td>5823</td>
<td>INFORMATION TECHNOLOGY FOR OPERATIONS MANAGERS</td>
<td>OMGT 4853, 5003</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>5833</td>
<td>DECISION SUPPORT APPLICATION DEVELOPMENT</td>
<td>OMGT 4853, 5003 &amp; computer programming skills</td>
<td>ONLINE only</td>
</tr>
<tr>
<td>OMGT</td>
<td>5873</td>
<td>ORGANIZING FOR CHANGE</td>
<td>OMGT 5003</td>
<td>LIVE &amp; ONLINE</td>
</tr>
</tbody>
</table>

*These required courses must be taken within the 1st 18 hours of graduate coursework. A grade of a “B” or better is required. Students get one opportunity to retake the course; failure to make a “B” or better a second time results in dismissal from the program.
REGISTRATION

Registration and the academic year schedule dates can be found on the MSOM homepage. Students may take a maximum of two OMGT courses per session to include the OMGT prerequisite courses and all OMGT graduate courses.

UAConnect enrolling, dropping and other related information are well documented on the U of A link: help-uaconnect.uark.edu then select “Academics.” Students should contact their site coordinator with any questions about the registration process.

Any payment that shows as overdue in UAConnect will prevent registration by placing a “hold” on a student’s account. Students should check UAConnect at registration to see whether a hold exists and, if so, they must pay the overdue amount.

Course Descriptions and Textbook Details

The graduate course descriptions and required textbooks are shown on the MSOM website. The academic year course schedule can also be found on the MSOM website. This is a great tool for charting a student’s academic career path and coordinating it with course availability. All of this information is listed under the “Courses and Requirements” section.

Students need to exercise care in taking the required core courses as they become available, in order to be able to complete these in their first 18 hours of coursework. Course availability beyond the schedule that is published for each academic year can be reasonably predicted based on past offering patterns. All undergrad prerequisites courses, as well as OMGT 5003 and OMGT 5773, are offered every session.

Be aware of any prerequisite requirements listed in the course descriptions. A table showing which prerequisites apply to courses is posted in the preceding section. Prerequisites MUST be met in order to register for these courses.

The current textbooks for all courses, as well as textbook ordering information, are on the MSOM webpage - under Courses and Requirements, then Textbooks. Students can purchase their textbooks directly through our website via an independent text vendor – MBS -- or through an alternate vendor of their choice, such as Amazon.com. MBS will buy their books back at a reduced rate if a student wishes to sell a text book after he/she is done with it. If a student wishes to buy a text from a source other than MBS, he/she must make absolutely sure to order a book with the same ISBN number/edition as is shown in the Textbook List. **Note: students must avoid any flexible or international editions.** Ebooks are allowed. Given our accelerated schedule of classes, having the wrong edition (e.g., international, older, etc.) of a textbook can result in many problems for students. **If a textbook is ordered close to session start, it is very important that the book is ordered with expedited shipping.**

Students should check the MSOM website for any updates before purchasing a book. Because textbook editions change rapidly, it is best not to buy textbooks too far in advance. Fayetteville site students should be aware that our books are also available at the U of A Campus Bookstore.
Registration Essentials
Payment of tuition and technology fee is made by the student through the UAConnect System or by sending a check to the Treasurer’s office (see Student Payment sub section) and is due within five days after the session begins.

Students should send the following to their site coordinator in order to complete registration:

1. Any of the following payment method documents (see next section) if they apply
   - Employer reimbursement verification letter in a student’s first session and once a year thereafter in Session I (August)
   - Employer Direct Bill voucher
   - Approved Military TA
   - VA
     1. Montgomery bill—no VA forms are required with registration
     2. VA VocRehab—VA Form 28-1905
2. Special Problems proposal (see Special Problems section for more detail)

Grades
Grades are posted about a week after each session ends. To view a grade, the student may check online through UAConnect.

Dropping from a Course
The University of Arkansas Treasurer’s Office sets the dates for tuition/fee refunds in accordance with University of Arkansas policy. Since the Operations Management program uses a system of two 8-week sessions (known to you as sessions) within the full semester, the refund policy can be very confusing. A full semester includes both 8-week sessions in fall or spring. If you are considering dropping a class in an 8-week session and/or withdrawing, we advise you to speak with the Treasurer’s Office to determine any refund you may or may not receive (479-575-5651). It is also important to note there is a difference between dropping a class and withdrawing, and the refund schedule is different for both; withdrawing refers to dropping ALL classes in a semester, not just an individual class or classes in an 8-week session.

The refund schedule is posted on the Office of the Registrar’s website. You need to make sure you look at the 8-week schedule, and not the full semester schedule, since they are different dates (a full semester schedule being twice as long as an 8 week session schedule). Once again, we highly suggest you speak with the Treasurer’s Office to determine your refund. If you are considering dropping a class, please do so BEFORE the first day of any 8-week session to ensure a full refund.

MSOM faculty may issue an “Incomplete” in place of an official grade in the event of extenuating circumstances, medical emergencies or other vital events, when warranted. If so granted, the student will be given additional time to complete the course. Professors will not issue an “Incomplete” if they have not heard from the student and received thorough communication.

Students with financial aid need to contact their financial aid counselor with any refund processing inquiries (phone 479-575-3806).
PAYMENT METHODS

Introduction
This section outlines a variety of payment options and procedures for both direct and deferred payment of program charges. The Student Payment sub-section below covers direct payment by the Student when either part or all of tuition and fees is not covered by his/her employer, loans or other benefits programs.

Students who owe tuition and fees will have a “hold” placed on their account that prevents registration and the release of diplomas, transcripts, or degree confirmation letters until all amounts owed have been paid.

Note: All students’ tuition appears on their UAConnect account after course enrollment. Students whose tuition is deferred charges are listed as “Payment Plan” and the due date is deferred until one month after the session ends. Posting of charges is usually complete about two weeks after the session begins. For students whose tuition is direct billed to their employer or the military, tuition charges are removed from their accounts, again in a process that occurs about two weeks into the session. Students whose tuition is deferred or direct billed should not be concerned if they get a statement from Student Accounts. Students whose tuition is deferred should NOT go on UAConnect and attempt to set up their own payment plan.

Students who are responsible for paying their own tuition may set up payment plans if they meet certain criteria. Students who are interested in the Payment Plan option should contact the Treasurer’s Office:

Student Accounts
treainfo@uark.edu
479-575-5651

To get a copy of an IRS Form 1098-T (Tuition Payments Statement), go to:
https://treasurer.net.uark.edu/1098t.aspx

Student Payment
Payment can be made directly through UAConnect or by a check mailed to the Treasurer’s Office. Students’ tuition/fees will show on their UAConnect accounts after course enrollment and are due five days after a session begins. A student’s session charges must be posted in UAConnect before any payment can be made.

UAConnect instructions for credit card payment can be found on the Treasurer’s website: http://treasurer.net.uark.edu/Check_My_Balance.aspx. (Please note that there is a 1.8% fee for payments made by credit/debit cards. Payment by check or echeck is not subject to fees.)

Payment by e-check can be made at: http://treasurer.net.uark.edu/make_a_payment.aspx

If payment is made by check, UARK ID or social security number should be noted on the check and mail to:

U of A Treasurer’s Office
205 Administration Building
Fayetteville, AR 72701
Financial Aid/Past Loan Deferral

The U of A has an extensive Financial Aid Office, with a staff of Financial Aid counselors available to provide the most up-to-date information and guidance to students. With the importance of this expertise, we direct all inquiries their office:

Office of Financial Aid
https://finaid.uark.edu/
114 Silas Hunt Hall
Fayetteville, AR 72701
Phone: (479) 575-3806
FAX: (479) 575-7790
8:00 a.m. - 5:00 p.m. CST Monday through Friday

Here are some Financial Aid basics:

- Full Admission to the Operations Management program is required in order to qualify for financial aid.
- The student must register for six graduate hours per semester (fall or spring) in order to receive financial aid.
- The student may register for both sessions of a semester Sessions I and II in August and Sessions III and IV in January) if taking only one class per Session.
- Undergraduate prerequisites do not count toward the six hours required for Financial Aid.

Students who are using Financial Aid will have their current tuition/fees taken out before they receive their financial aid check. They should check their accounts on UAConnect just to be sure that the process is working properly. Students who receive their financial aid checks at the beginning of the semester and subsequently register for courses in the second session of the semester must pay for their later courses during the first week of the new session.

The University of Arkansas representative who is designated to sign students’ past loan deferral verification forms is:

Paula Lasner
University of Arkansas
Ozark 119 GRAD
Fayetteville, AR 72701
479-575-5904
plasner@uark.edu

Military Tuition Assistance

Military students receiving Tuition Assistance must submit their approved TA form(s) to their site coordinator at registration.

VA Benefits

For students not located at one of the MSOM program’s military sites, the U of A Campus VA Certifying Official is available to answer questions and file the required VA paperwork:

Juanita Muckleroy
Registrar’s Office
479-575-8742
jmuckle@uark.edu
Though the University’s Graduate School considers 9 credit hours per semester as full-time, per directive of the VA, the number of hours that qualify for full-time status is set by each particular graduate program. This differs from requirements for undergraduate studies that are set by the VA. Because of this requirement to certify the student each enrolled session, the MSOM program, with its 8-week sessions, determines six hours within a session as full-time, and three hours as half-time. Full-time or half-time status will be established each session that the student attends a course: six hours per session is full time, three hours is half time. This applies to both the Montgomery and the Post 9/11 GI Bill programs. A VA Certifying Official of the MSOM department or the University will certify the student each session that the student is enrolled in classes.

Students using VA (Montgomery GI bill) benefits may defer payment of tuition until one month after the end of the session.

Tuition is processed for Chapter 33, Post 9/11 students similar to the Department of Defense Tuition Assistance program. The payment for tuition goes directly to the University. Any housing allowance or book stipends are between the student/military service member and the VA.
Voc Rehab (Chapter 31) is handled as tuition assistance. Voc Rehab covers text purchase. If a text purchase is desired, the student must notify his/her site coordinator ASAP to allow timely text purchase and pickup/delivery arrangement by us. The MSOM program bills the VA for the tuition/fees and text expenses. So that we can have the appropriate billing address, students on VA Voc Rehab should submit their approval form at course registration.

*The University of Arkansas is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, health and safety, and fiscal responsibility.*

**University of Arkansas System Employee Discount.**

A completed discount form, with all signatures, is required at each registration to be faxed directly of the U of A Student Account’s Office (fax: 479-575-8438, phone: 479-575-5651.) The discount (70% outside of the Fayetteville campus and 90% on the Fayetteville campus) is applied against tuition only; it does not apply to technology fees or Fayetteville live course fees. There is a discount limit of 11 hours for the fall (Sessions I & II) and spring (Sessions III and IV); and three hours for the summer (Session V). The net balance is paid at registration through UAConnect or by check to the U of A Treasurer’s office (see Student Payment section).

Please refer to Human Resources’ site at: [https://hr.uark.edu/benefits/tuition-benefits.php](https://hr.uark.edu/benefits/tuition-benefits.php).
STUDENT CHANGE OF CONTACT INFORMATION/RELOCATION

Change of Email Address
The vast majority of communication a student receives from the Operations Management program will come via email. While a student is active, any communication with any U of A employee must be with official UARK email account only. This is to keep us all in compliance with FERPA (federal privacy mandates). If a student goes inactive over time their UARK email account will also. So is vitally important for students to supply a working email address to their site coordinator. Inactive students need to get communications such as upcoming session registrations, comp exams and graduation details.

Change of Address
The address listed on the student’s application to the program is the address that will be entered in the MSOM internal database system. Therefore, student must both update their address information in UAConnect and send the information to their site coordinator.

Change of Legal Name
Instructions for executing a change of the student’s legal name are detailed in the following link: https://registrar.uark.edu/_resources/pdf/name_change_form.pdf

Student Relocation to Another MSOM Site
If a student anticipates relocating between live MSOM sites (or from remote to a live site), their current site coordinator needs to be contacted to help with the transition. Students who start at a live site and move away to become completely distance stay with their original site coordinator. Any change of mailing address and email address must be communicated as described above.
UNIVERSITY OF ARKANSAS RESOURCES

Be sure to explore the U of A home webpage (www.uark.edu) and identify services available to University of Arkansas students. The A-Z Index and Search features are helpful for exploring the site. Here are some specifics that may be of interest:

Library
The MSOM Program has its own customized library website (http://uark.libguides.com/OMGT) that provides students easy access to several extensively used databases and our dedicated librarian. This web link is provided on the “University Resources” MSOM webpage.

The Center for Learning and Student Success
The Center for Learning and Student Success http://class.uark.edu/ provides students online and face-to-face tutoring. Tutors provide reader feedback and collaborate with student writers to help them learn revision strategies for improving their drafts.

Career Development Center
Located at http://career.uark.edu/, this site provides job search guidance, including résumé and letter (application, interview thank you) preparation, interview training and job offer negotiation. Professionals on the Career Development staff can assist students in these and related job search areas. National career related web links and articles are also cited here.

The “Optimal Resume” system allows students to post their résumés with targeted career goal key words, perform key word searches through posted jobs, apply for jobs, along with other functions.

Academic Calendar
This calendar includes such things as U of A major semesters, holidays, and the annual graduation ceremony: https://registrar.uark.edu/academic-dates/academic-semester-calendar/ The MSOM program does not observe Spring Break and instructors will teach during University of Arkansas regularly scheduled Spring Break.

Transcripts
Requests for a transcript can be found on this web link: https://registrar.uark.edu/student-records/transcript-request.php. Students can order a transcript and request that it be generated after the degree has been posted.

Academic Grievance Procedures
Students are encouraged to resolve academic conflicts and complaints informally with the course instructor or the department administration. If a resolution cannot be reached, refer to the academic grievance procedures in the Graduate School & International Education Catalog. Details of the procedures can be found on their website here: https://catalog.uark.edu/undergraduatecatalog/academicregulations/studentacademicappeals/

Student Health Insurance
For information on the availability of Health Insurance coverage for students, go to: https://health.uark.edu/my-health/insurance.php

U of A Razorback Shop Online Catalog (Apparel, College and School Spirit Merchandise)
Students can sport their University of Arkansas exclusive and original “Hog” spirit by shopping on this web link: http://shop.arkansasrazorbacks.com/

SAKE
SAKE (Students Seeking Knowledge through Enterprise) is a non-profit business operated as a college credit class by students at the University of Arkansas' Walton College of Business. Upper Level Undergraduates and Graduates from any of the colleges on campus can apply to be part of the SAKE team. They are the managers of the business for one or two semesters, discovering what it takes to run their own company. Unique items offered by SAKE include diploma frame sets, artwork and apparel. [https://entrepreneurship.uark.edu/sake.php](https://entrepreneurship.uark.edu/sake.php)

**Center for Educational Access**

The Center for Educational Access (CEA) serves as the central campus resource for the University community in regards to students with disabilities and accommodations to remove barriers to access. In partnership with students, faculty, and staff, CEA staff members work with students individually and assist academic units to determine reasonable accommodations that will enable every student to have equal access to the full range of programs and services. For more information, visit [http://cea.uark.edu/](http://cea.uark.edu/)

**GRADUATION DETAILS**

**Graduation Application and Fee**

Students who are approaching graduation should complete the University’s online graduation application within the student center - [https://uaconnect.uark.edu](https://uaconnect.uark.edu). Be sure to list the address to which your diploma should be mailed. See Section VIII.C for instructions on changing a diploma mailing address.

Payment of the $85 graduation fee can be made online. The graduation fee is a mandatory fee. Students should take care to apply for graduation by the deadline shown on the web page for each degree granting period/term (Spring, Summer, Fall). A late fee of $25 is assessed by the University if application for graduation is made later than these deadlines.

If a student is unsure about completing all program requirements by the end of a given semester, their graduation semester will automatically roll over to the following one.

**Commencements and Regalia**

We encourage students to attend either the December or May Fayetteville commencement ceremonies and celebrate their achievement. Students can choose between one of the two ceremonies to attend. May commencement is a much larger event.

Students who will complete their degrees by May of the current academic year (includes December graduates) or by the following August are eligible (but not required) to participate in May commencement ceremonies. It is held on the 2nd Saturday in May.

Students who will complete their degrees by December of the current academic year or by the following May are eligible (but not required) to participate in December commencement ceremonies. It is held on the Saturday after finals in December.

For the May ceremonies, a commencement packet will be sent to eligible students in early spring. Operations Management students may participate in the All-Campus General Commencement (morning) and in the College of Engineering ceremony (afternoon). The support staff sends lodging and sight-seeing information to students who plan to attend on-campus ceremonies. (We recommend that students plan lodging well in advance.) These students and their guests are invited to the Operations Management/Industrial Engineering luncheon in the Bell Engineering Center after the general commencement. Because we work with so many off-campus students, we are delighted to have this opportunity to visit with our students and their families on graduation day.

Regalia is provided to students with the graduation fee. Fayetteville area students will pick-up their regalia at the University Bookstore. Regalia for Remote, Blytheville and Camden students can pay to have their regalia shipped to them. The U of A Registrar’s Office provides a website with additional information about graduation and commencement: [https://registrar.uark.edu/graduation/index.php](https://registrar.uark.edu/graduation/index.php).
Naval Support Activity Mid-South (Memphis, TN) and Hurlburt Field (FL) program sites hold Spring graduation ceremonies. To participate in one of these site graduation ceremonies, a student should contact their site coordinator.

**Diploma**

Operations Management degrees are awarded in May, August, and December of each year and are identical in all respects to the degrees granted to on-campus graduate students. Students who complete their degree requirements in March or October will not be awarded their degrees until May or December, respectively. Diplomas are mailed out approximately 8–10 weeks after the degree conferral date:

- Fall graduates will receive their diploma in late February or early March.
- Spring graduates will receive their diploma in late June or early August.
- Summer graduates will receive their diploma in late September or early October.

If students’ mailing addresses change from the address listed on the graduation application, they must complete and submit a Diploma Mailing form, found at this link: [https://registrar.uark.edu/_resources/pdf/diploma_mailing_form.pdf](https://registrar.uark.edu/_resources/pdf/diploma_mailing_form.pdf). A request form for a Duplicate Diploma can also be found on this page.

The University recognizes the impact that a MSOM degree can have on job promotion or new job consideration. When these instances occur before the degree transcript posting and diploma receipt, a graduate can request from their site coordinator a “degree confirmation letter.” Such requests should include the address for the letter and any deadline.

Students who owe tuition and fees will have a “hold” placed on their records and cannot receive their diplomas, transcripts, or degree confirmation letters until all amounts owed have been paid.

**Transcripts**

Transcripts can be ordered on this web link: [https://registrar.uark.edu/student-records/transcript-request.php](https://registrar.uark.edu/student-records/transcript-request.php). Students can order a transcript and request that it be generated after the degree has been posted.

**University of Arkansas Senior Walk**

Engraving graduates’ names and degrees on a campus sidewalk is a unique tradition at the University of Arkansas. These lists are arranged alphabetically within the year that a graduate’s degree was conferred. A campus map showing how these sidewalks are laid out is provided on the U of A website: [https://registrar.uark.edu/graduation/senior-walk.php](https://registrar.uark.edu/graduation/senior-walk.php)
Chancellor’s Challenge Coin

Graduating students who are military members or veterans are encouraged to identify themselves as a military/veteran on their graduation application if they are interested in receiving an invitation to the Graduating Student Leaders Program to accept their Chancellor’s Challenge Coin or to receive it in the mail if they are unable to attend the Program reception.
Information

- Licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, toll-free telephone number (888)224-6684.
- Students will be notified of any institutional changes that are made.
- If a grievance is not settled at the institution level, the student may contact the Florida Commission for Independent Education.

Samuel Ferguson
Executive Director
325 W. Gaines St, Suite 1414
Tallahassee, Florida 32399-0400
Phone: 850-245-3200
Fax: 850-245-3233
Joey.Smith@fldoe.org

- The University of Arkansas does not guarantee employment upon graduation.

**Dimensions of Hurlburt Field Education Center**
Located at 221 Lukasik Avenue, Hurlburt Field FL 32544

University of Arkansas (UARK) is one of five universities present at the Education Center, which provide undergraduate and/or graduate programs through live, in person and/or online learning formats. The center is available to military personnel as well as civilians with temporary or permanent access to the Air Force base.

The Education Center features the following facilities:

- Thirteen classrooms, varying from 300 square feet up to 650 sq. ft. University of Arkansas typically utilizes two of those classrooms, which are 429 sq. ft. and 364 sq. ft.
- The center features two testing laboratories with computers. UARK does not typically utilize the computer/testing labs, but they are used for military testing purposes.
- The facility features men’s and women’s restrooms, approximately 206 sq. ft. each. Adjacent to water fountain.
- The facility is wheelchair accessible and is equipped with emergency alert notification systems in each of the classrooms and hallways. The base’s Civil Engineering oversees the emergency alert system and maintains the fire alarms and extinguishers.
- There are approximately 18 administrative offices within the facility used by Air Force civilian personnel and university representatives. The facility is overseen by a GS-13 level Educational Services Officer.
- The facility features a student lounge, 765 sq. ft., with vending machines. The facility is non-smoking.
IX. APPENDIX 1- UNDERGRADUATE PREREQUISITE INFORMATION

Beginning Spring 2014, Students must complete all prerequisites before starting graduate coursework or complete a prerequisite for every graduate course completed. Students are required to 1) complete a prerequisite course each session they are enrolled until all prerequisite courses are completed or 2) if taking only one course per session, take a prerequisite course in one session and then a graduate course the following session. It is the student’s responsibility to verify that he/she has met the prerequisite requirements within the generous time limits allowed. Note that three of these courses must be completed before a student can register for specific graduate courses, as summarized in the table below. Therefore, it is wise to get these prerequisites out of the way as soon as possible.

The most up-to-date prerequisite information is available at: https://operations-management.uark.edu/academics/courses-and-requirements/prerequisites.php.

<table>
<thead>
<tr>
<th>Undergraduate Course Prerequisite</th>
<th>Graduate Course</th>
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</thead>
<tbody>
<tr>
<td>OMGT 4313 Law and Ethics</td>
<td>OMGT 5123 Finance</td>
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<tr>
<td></td>
<td>OMGT 5433 Cost Estimation Models</td>
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<tr>
<td>OMGT 4323 Industrial Cost Analysis</td>
<td>OMGT 5463 Economic Decision-Making</td>
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<tr>
<td></td>
<td>OMGT 5613 Lean Production &amp; Inventory Control</td>
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<tr>
<td></td>
<td>OMGT 5673 Principles of Operations Research</td>
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<tr>
<td>OMGT 4333 Applied Statistics</td>
<td>OMGT 5013 Supply Chain Management</td>
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<tr>
<td></td>
<td>OMGT 5503 Maintenance Management</td>
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<tr>
<td></td>
<td>OMGT 5433 Cost Estimation Models</td>
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<tr>
<td></td>
<td>OMGT 5443 Decisions Models</td>
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<tr>
<td></td>
<td>OMGT 5373 Quality Management</td>
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<tr>
<td>OMGT 4853 Introduction to Decision Support Tools in Operations Management</td>
<td>OMGT 5823 Information Technology</td>
</tr>
<tr>
<td></td>
<td>OMGT 5833 Decision Support Application Development</td>
</tr>
</tbody>
</table>

Options for Satisfying Program Undergraduate Prerequisites

1. A student may have completed a similar course in his/her undergraduate course work. We identify such similar courses in our regular evaluation of student transcripts during the admission process. Prerequisites that the student must meet are specified in his/her admission letter. If we have overlooked a course, or if a student feels he/she has met a prerequisite, but with a course for which the course name was not sufficiently descriptive, he/she can send us a course description and/or syllabus for further review. In order for a course to meet the prerequisite requirement, the student must have earned a grade of C or better. Prerequisite classes taken in the student’s undergraduate career (except for OMGT 4853 Introduction to Decision Support Tools) do not have an expiration date. To fulfill the OMGT 4853 prerequisite, students beginning the program Session 1, 2014 and beyond will either take the proficiency exam or the 8-week online course.

2. The OMGT 4853 Introduction to Decision Support Tools requirement focuses are in beginning and advanced levels in Microsoft Excel. This requirement can be satisfied a number of ways:

- We will waive this requirement for students who have received their bachelor’s degree in the past six years if they began the program prior to Session 1, 2014 and have completed MSOM graduate courses.
- Beginning Session 5, 2014, all students who need prerequisite OMGT 4853 will need to pass a proficiency exam or complete the 8-week online course. If they pass the proficiency exam, the prerequisite will be waived. If they do not pass the proficiency exam, the MSOM program offers an 8-week online course: OMGT 4853 Introduction to Decision Support Tools. This 8-week course will be offered every session. Students can move along faster and complete the 8-week course in less time. Starting Session 1, 2014, ALL new students will need to either pass the proficiency exam or enroll in the 8-week online course. A grade of “C” or lower is earned, the course must be retaken.
3. A student can take the Law & Ethics, Industrial Cost Analysis (Accounting), Statistics, and Intro to Decision Support Tools online courses through the Operations Management program; the tuition and technology fee charges and session schedule are the same as a graduate course. A grade of “C” or better in the course will satisfy the respective prerequisite. If a grade of “D” or lower is earned, the course must be retaken or taken through another accredited school (details follow next.) Taking the online proficiency exam is not an option after receiving a “D” or lower on the prerequisite course.

4. A student can take an equivalent course at another accredited school, but should first provide the site coordinator with the course title and description for approval. In order for a course to meet the prerequisite requirement, the student must earn a grade of “C” or better. After course completion, the student must have an official transcript sent the site coordinator.

5. A student can take a no-cost Introduction to Decision Support Tools for Operations Managers on-line proficiency exam. Earning a grade of at least 70% on the exam (the grade will not to be used in calculating the student’s MSOM GPA) will satisfy the prerequisite course. A grade of less than 70% would necessitate taking the full course, OMGT 4853 Introduction to Decision Support Tools for Operations Managers. There is no charge for taking a proficiency exam, but a student may take it only once. Contact your site coordinator to schedule the exam. The date the student provides will start a 14-day window in which to take the exam in one sitting. A proficiency exam window can be rescheduled up to two more times if unforeseen circumstance prevent the student from accessing the exam as initially scheduled, but if the student misses his/her window three times, it will become necessary to take the full course.

6. A student may take an ACE accredited exam through Saylor.org or CLEP. A list of the approved exams is on the Prerequisites page on our website.