



KEUKA COLLEGE

Believe in What We Can Do Together

STUDENT HANDBOOK

University of Science-Vietnam National University Ho Chi Minh City

2014/2015

Keuka College, Keuka Park NY, USA

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Keuka College

Introduction

Keuka College is an independent, four-year coeducation institution located in the heart of New York's picturesque Finger Lakes Region. The beautiful 157-acre campus is situated on the shore of Keuka Lake. For more than 100 years, the College has fostered the ideals of humanistic tradition and a vision of life committed to academic excellence, professional achievement, and service to humanity.

The college offers 26 majors within eight academic divisions including Nursing, Education, Social Work, Business Management, Natural Science, Mathematics, and Physical Education, Basic and Applied Social Sciences, Occupational Therapy, Humanities and Fine Arts. Today, the hallmark of a Keuka College education is the Field Period, a unique and widely recognized experiential education program. Students gain hands-on, real-world experience through internships conducted throughout the world.

Leadership

Jorge Diaz Herrera, Ph.D.
President, Keuka College

Paul Forestell, Ph.D.
Provost & Vice President for Academic Affairs

Mark Petrie
Vice President, Enrollment Management

Accreditation

Keuka College is accredited by the Middle States Association of Colleges and Secondary Schools and chartered by the Board of Regents of the University of the State of New York. All of the business programs offered by Keuka College, including management, are accredited by the International Assembly for Collegiate Business Education (IACBE). The Council on Social Work Education certifies the College's social work program, and the National League for Nursing Accrediting Commission (NLNAC) accredits the nursing program. The College's Occupational Therapy Program is recognized by the Accreditation Council for Occupational Therapy Education (ACOTE) of the American Occupational Therapy Association (AOTA).

Keuka College Contact Information

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University of Science - VNUHCM

University of Science - Vietnam National University – Ho Chi Minh City

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Student Admission Process

Collection of Application Materials

University of Science-Vietnam National University Ho Chi Minh City distributes application materials to students. Each student completes the following forms:

- Admissions Requirements Checklist
- Application for Admission
- Student Contract
- *Computer Network Policy & Registration for Electronic Library* form
- High-school Diploma Degree (translated into English and sealed by Notary Office)

Each student must also submit:

- Three 2-inch recent photos
- Evidence of English Proficiency: TOEFL 550 or 79-80 ibt or IELTS 6.0, or an equivalent as agreed to by University of Science-Vietnam National University Ho Chi Minh City and Keuka is required prior to the start of the third year of study or one year prior to graduation.

The University of Science-Vietnam National University Ho Chi Minh City will evaluate all completed application materials and all required documents to ensure that:

- All the application materials are completed;
- The signature of the Dean and the seal of University of Science-Vietnam National University Ho Chi Minh City are embodied in the student contract.

University of Science-Vietnam National University Ho Chi Minh City will prepare a student roster (see section below).

Each student file will be arranged in corresponding order with the student roster. All application materials will be prepared in duplicate:

- 1) one copy for shipment to the Keuka College Registrar's Office
- 2) one copy to be retained by the ISVNU

University of Science-Vietnam National University Ho Chi Minh City will retain their copy of the application materials and ship the original to the Registrar's Office of Keuka College.

The Keuka College Registrar's Office will review the contents of the student files that will include all completed application materials previously listed, and confirm to University of Science-Vietnam National University Ho Chi Minh City that all documents are in proper order.

Keuka College Identification Number

Once the admissions roster is received by the Keuka College's Registrar's Office, the Keuka College identification numbers are processed and added to the roster. The updated roster is then returned to University of Science-Vietnam National University Ho Chi Minh City.

Acceptance Letter and Student Identification Card

The Registrar's Office will send to the IS-VNU for distribution to the student:

- Acceptance (or conditional acceptance) letter listing the student Keuka College identification number and ITS username and password

Each student will receive a Keuka College personal identification number on the program acceptance letter. Students should keep identification numbers private.

The Keuka ID# number is important because:

- All Keuka College students must have this number to be registered for classes with the College
- This number is unique to each student and should *always* be used with the student's name to properly identify the student. While students frequently have the same name, the Keuka ID number is never duplicated.
- The Keuka ID number along with the student's name will be used to accurately identify each student on all attendance records, assignments, examinations, grade rosters, and transcripts.

Information Technology Services (ITS) Username/Password

The Keuka College ITS Department generates usernames and passwords for each student giving access to an email account and the electronic library database. As part of the application process, students are required to complete a *Keuka College Computer Network Policy & Registration for Electronic Library* form and agree to the abide by the rules and regulations. Students will receive their passwords and usernames in their program acceptance letter. Students should keep their username and password confidential.

The usernames and passwords are added to the student roster by the Registrar's Office and the information forwarded to University of Science-Vietnam National University Ho Chi Minh City.

Student Roster

Once the enrollments are confirmed, University of Science-Vietnam National University Ho Chi Minh City staff will compile a student roster in an Microsoft-Excel spreadsheet. The roster headings are:

- class/year
- major
- expected graduation date
- cohort designation

The cohort designation consists of the four-letter university code followed by the class year (Example: HCMC2014A). The “class year” is defined as the first year in which the students are enrolled into the program. This will identify the group of students throughout the program.

The students’ names are listed on the roster alphabetically, first by the “family” name (last name) and, second by the “given” name (first name). The student’s name must identify with valid documentation or efficacious certificates. Students are numbered in the left column, giving the total for the class at the bottom. Student information is included in the following columns:

- Family Name
- Middle Name
- Given name
- Gender
- Date of birth

When entering the date of birth, please spell out the month or use the three-letter abbreviation for the month (Example: 1-Jan-06 or January 1, 2006) This will avoid confusion between *month* and *day*.

Keuka College International Program HCMC2014A

Bachelor or Science Degree in Management

Expected Graduation: May 2018

No.	Family Name	Middle Name	Given Name	Gender	Date of Birth	Keuka ID#	Username	Password	Email	Remarks
1	Dang	Thuy	Hoa	F	1-Jan-86	123456				
2	Le	Van	Bang	F	2-Feb-85	123457				
3	Tran	Duc	Vu	M	3-Mar-86	123458				

Bachelor of Science Degree in Management

Overview

The Management Degree program through Keuka College is designed to provide an opportunity for students to acquire management skills with a global perspective. An American and international faculty instructs students in a broad curriculum designed to provide the management skills needed for professional success. The rapid economic and social changes taking place in today's marketplace require management students to think globally.

The Management curriculum provides a generalist foundation that integrates the various management skills required in today's business environment. Students learn to approach coursework from a holistic perspective to gain the maximum benefit. Students complete coursework taught by University of Science-Vietnam National University Ho Chi Minh City faculty to provide the necessary foundation for the Keuka Program. Mastery of spoken and written English is critical to student success in the program. Students will also develop their skills in engaging with an open mind to consider views and perspectives that may not be common in their own culture.

Students integrate their base knowledge acquired through coursework at the host school with Keuka coursework. Students start with FYE 101 First Year Experience and explore career management issues and strategies. Students build knowledge and professional competencies through coursework in general management, human resource management, leadership, marketing, accounting, finance, and communication. Students tie these areas together in the capstone course, Strategic Management. The Field Period course near the end of the program helps students transition to the real world through a variety of personal and professional development exercises and activities.

Upon completion of the Keuka program, students will be able to approach the complexity of management, decision-making and problem solving in their organizations effectively. The skill set to accomplish this draws from the many disciplines covered in the program. The key to success will be successful integration of these many disciplines using a holistic approach to organizational management.

***** For issues or occurrences not identified or addressed in this student handbook, Keuka College policies shall apply. *****

Credit Requirements

All coursework is based on the Keuka College curriculum regulated by New York State and the Middle States Commission on Higher Education. Students must complete a minimum of 121 credits to earn a Bachelor of Science Management Degree from Keuka College. Ten courses, totaling 30 credits, are taught in English by Keuka College faculty on location. The remaining ninety credits are completed with Vietnam National University and accepted as transfer credit by Keuka College.

All Keuka College students are required to complete a **general education curriculum**, in combination with their **major requirements** and **elective courses**. The general education curriculum encourages the development of techniques and abilities fundamental to a modern college education and provides an overview of the liberal arts disciplines. In addition, students must satisfy an English proficiency requirement and pay all required fees to be eligible to obtain their degrees.

Keuka College Coursework

The following **major requirements** are taught by Keuka College faculty on location in Ho Chi Minh City the suggested sequence listed below:

1. FYE 101: First Year Experience (1): This course will give students an understanding of career management theory, principles and practices as well as its vital function to a successful career. Emphasis is placed on the principles of life long learning and experiential learning. This course prepares students for FP401.
2. BUS 101: Introduction to Business (3): An examination of contemporary business institutions and their relationship to society. Topics include historical antecedents, basis of the American enterprise system, functional areas of business, and principles of management.
3. HRM 208: Human Resource Management (3): Aspects of the human resources function in business organizations; analysis of employment personnel testing, job classification, wage and salary administration, and performance evaluation; overview of labor relations in American business.
4. BUS 330: Operations Production Management (3): An in-depth study of operations and production management, including both theory and current practice. Key topics include operations strategies, product and process design, plant capacity and location, manufacturing technology, quality management, continuous improvement, services operations, project management, supply chain management, and JIT/lean manufacturing. Emphasis is placed on general concepts, current practice, and problem solving.
5. INS 301-J: Integrative Studies/Leadership (3): Students will examine the elements of effective leadership. Among key topics of exploration are definition, roles and responsibilities, role models, skills and attitudes, leadership development, change making, ethical issues, and principle-based leadership.
6. MKT 220: Principles of Marketing (3): An introduction to the fundamental principles of marketing as well as to more advanced concepts to be presented in later courses. These include consumer behavior models, segmentation, allocation of resources, collection of information strategies, organization, and control.
7. MGT 353: Business and Government Relations (3): Analysis of governmental impact on business decisions; statutory requirements, regulation, and promotion of domestic and foreign business activities. Analysis of corporate political activity and current issues in business government relations.

8. BUS 350 International Business (3): This course offers an introduction to the vital issues of international business including economics, political, cultural and operational differences with emphasis on multinational corporate policy and strategy.
9. FIN 312: Financial Management (3): A study of the financial institutions of our society, such as banks, stock and bond markets, and the Federal Reserve. The function of financial intermediaries and regulatory agencies is covered, as well as portfolio and capital market theory.
10. BUS 444: Strategic Management (3): This course introduces the student to the process by which strategic business decisions are made and implemented. It also incorporates prior functional course material in an integrated manner as a foundation for successful business management. Formal studies, casework, and a comprehensive term project are used to reinforce learning. This is the capstone course for all Keuka University of Science-Vietnam National University Ho Chi Minh City Program students.
11. FP 401 Experiential Learning (2):

Coursework may change with the mutual agreement of Keuka and University of Science-Vietnam National University Ho Chi Minh City to meet the needs of transfer students who may have already completed one of the ten Keuka courses listed above.

University of Science-Vietnam National University Ho Chi Minh City Coursework

Students are required to take the following **major requirements** with University of Science-Vietnam National University Ho Chi Minh City, which are later accepted as transfer credit towards their degree:

1. ACC 101: Accounting I/ Financial Accounting (3): Financial accounting deals with the preparation, presentation, and analysis of financial statements. The course involves the study of the terminology and conceptual framework underlying the measurement, processing, and communication of financial information to external and internal users.
2. ACC 102: Accounting II/Managerial Accounting (3): Management accounting is the timely generation of financial information in an easily understandable format for use in internal decision making. The course stresses the importance and usefulness of relevant accounting information in short- and long-term planning, cost-control, quality assessment, and decision making.
3. ART 201: History of Western Art (3): A broad introduction to concepts, vocabulary, media, and history of art that reveals universal qualities in human aesthetic responses, as well as the special differences that define societies and cultures through examples from the past, the present, and from diverse cultures.
4. BUS 202: Business Law (3): An introduction to legal principles and their relationships to business organizations. Representative topics include the

constitutional authority to regulate business, consumer law, employment and labor relations law, torts and crimes related to business, and intellectual property.

5. CMP 120: Introduction to Computer Systems (3): Students will gain mastery of the use of personal computer operating system software, and applications such as word processing, spreadsheets, presentation software, the internet, and e-mail programs. These knowledge tools will be used to develop a knowledge base of fundamental information systems concepts and to show understanding of these concepts through a presentation. The software currently used is Microsoft Office: Word, Excel, PowerPoint and Access in a Windows environment.
6. MIS301: Enterprise Information Systems and Technology (3): This course introduces the student to the field of information systems and technology. The topics covered in this course will include the following: the components of an information system, information systems development, hardware and software, network technology, data management, information system security, and the strategic use of information systems. A particular focus of the course will include the use of information systems to solve business problems and improve business performance.
7. COM 123: Public Speaking (3): Theory and practice of speaking before a variety of audiences. Research for and preparation of original speeches.
8. COM 350: Desktop Publishing (3): Course is designed to acquaint students with the skills necessary to compose and produce journals, newsletters, brochures, advertising, and public relation materials, using most current word processing software and formatting packages. Students will be expected to master journalistic editing skills as well as creative methods of layout and design.
9. ECO 210: Macroeconomics (3): National income analysis; aggregate demand and supply of goods and services, aggregate investment and savings, and equilibrium in the national economy. Fiscal policy, money, banking, and monetary policy.
10. ECO 211: Microeconomics (3): Price theory and its application to the factors of production, and the concept of elasticity in supply and demand. Theory of the firm as it relates to production, costs, markets, pricing, and alternative economic systems. International trade and monetary policy.
11. ENG 110: College English I (3): An introductory course in reading and writing, with emphasis on the writing process. Primary attention is given to providing students with practice in writing for a variety of purposes and in accordance with the principles of standard written English. Complementary work in developing speaking skills.
12. ENG 112: College English II (3): Continued development of the writing, reading, and speaking skills introduced in College English 110, with special emphasis on advanced argument and research techniques.

13. FIN 315: International Financial Management (3)*: This course involves the study of international financial markets include exchange rate determination, exchange rate risk management and currency derivatives. The topics it will cover include: international taxation, trade agreements, and foreign investments.
14. HIS 114: Western Civilization II (3): An examination of western civilization from the scientific revolution of the 17th century to the outbreak of World War I in August 1914. Special attention is placed on the development of natural law, the industrial revolution, and the expansion of the West in its golden age.
15. MKT 370 Consumer Behavior (3)*: Consumer decision making in the marketplace; research in psychology, sociology, and other behavioral fields; present and potential applications for marketing will be examined.
16. MKT 340 International Marketing (3)*: This course introduces the student to the field of multinational marketing, with emphasis placed on international competition; distribution systems; pricing and credit policies; promotional methods; trade barriers; trade agreements; and the areas of the political, legal, economic, cultural, and ethical problems faced in attempting to market in foreign nations.
17. MKT 335 Internet Marketing (3)*: This course studies the many ways that the Internet has changed how business is conducted in the U.S. and around the world. It introduces students to entirely new business models and new techniques of marketing and management that have altered the economic landscape. Topics covered include: the history of business on the Internet, integrating the Internet into traditional businesses, the changing world of marketing online, service management on the Internet, and managing virtual communities.
18. MKT 440 Marketing/Sales Management (3)*: This course focuses on advanced marketing and sales management concepts and problems faced by organizations. Emphasis is placed on both strategic and tactical issues involving all aspects of marketing and sales. These issues include: planning, execution, monitoring, and problem solving. Special attention is devoted to the critical aspects of developing and organizing the firm's sales efforts as a critical element in the execution of the firm's marketing tactics.
19. MAT 102: College Algebra (3): Sets, real numbers, algebraic expressions, factoring, exponents, logarithms, solving algebraic equations, inequalities, exponential equations, radical equations, and applications.
20. MAT 105: Pre-Calculus (3): This course covers linear functions, quadratic functions, rational functions, exponential functions, logarithmic functions, and trigonometric functions, ellipses, hyperbolas, graphs of each of these, as well as trigonometric identities and applications.
21. Natural Science Course with a lab (4): Includes Biology, Chemistry, or Physics, etc.

22. PHL 101: Introduction to Philosophy (3): Philosophical thinking and its implications for the present and future emphasizing value judgments, the meaning of life, and the quest for personal identity and philosophy.
23. PHL 115: Business ethics (3): Significant, contemporary ethical issues and challenges existing throughout the professional business arena.
24. POL 140: World Politics (3): Political, economic, social, and cultural connections on a global scale. Structure and process related to power and interdependence in international affairs. Diplomacy and individual participatory roles within global webs of interdependence.
25. PSY 101: Introduction to Psychology (3): Survey of basic areas including physiology, personality, and abnormal behavior; sensation and perception; learning, memory, and cognitive behavior; social and interpersonal interaction and attraction; and psychotherapies.
26. SS 231: Statistics for Social Sciences (3): Descriptive and inferential statistics for the behavioral sciences; frequency distributions, measures of central tendency, variance, probability, hypothesis testing, and parametric tests (including analysis of variance) and an introduction to correlation and regression.
27. An additional 12 credits of Liberal Arts coursework must be completed.

Transfer to Keuka College Campus, New York

Students in good academic standing may apply to transfer to the main Keuka College campus in New York to complete part or all of their degree requirements for the BSM program. Students must apply to the main Keuka Campus at least one semester prior and be prepared to pay all tuition, fees, and room and board as required on the main Keuka Campus in New York. Students may apply for Financial Aid as appropriate. A limited number of scholarships for University of Science-Vietnam National University Ho Chi Minh City students may be available to assist transfer students. It is suggested that students plan to spend their junior or senior year at the main Keuka College New York campus. An academic plan must be completed as part of the transfer process by the Center for Global Education at the Keuka College campus.

Class Attendance Policy

The attendance of each class is important for students to successfully complete each course. A minimum attendance policy applies to all Keuka College courses. Individual instructors may impose more strict policies based on the course content. Students are expected to attend a minimum of 80% of scheduled course class time to avoid a grade reduction of one letter grade. A reduction of an additional letter grade will be imposed if students do not attend 30% or more of their scheduled course class sessions. Students missing 40% or more of scheduled course class sessions will fail the course.

Student Ethics

Keuka College requires responsible behavior from its students. Entrance into Keuka College requires each student to obey the college rules and regulations. Standards of conduct exist to support educational objectives. These standards are outlined in the Keuka College Student Code of Conduct located in the Keuka College Student Handbook. Students may access this handbook online at www.keuka.edu . Not obeying the Student Code of Conduct will result in disciplinary action. Disciplinary actions can range from a warning to expulsion, depending upon the severity of the violation.

Academic Records

FERPA Regulations

The Family Education Rights and Privacy Act (FERPA) is a US regulation protecting the privacy of educational records. While these laws do not apply in Vietnam, Keuka College believes that it is good practice to protect all student information regardless of the international status. Therefore, the College does not disclose personally identifiable information from the educational record of a student without the prior written consent of the student. Student transcripts are only released under the College's transcript request procedure, which requires a student's signature. Under this policy, instructors are restricted from publicly posting grades using identifiable student information, such as the name or identification number.

Course Registration

Keuka courses are offered in sequence for each cohort/class based on the master teaching schedule. Students are batch registered for courses at the time of initial enrollment.

Withdrawal from a Course

Withdrawal from a course is only permitted in the event of a medical or family emergency after the first week of class. Students must complete a *Course Withdrawal Form*, obtain signatures from their instructors and submit the form to the Dean's office of their university. A copy of the form can be found at the end of this section. In the event the student is unable to submit the withdrawal form, the Dean's Office should notify the student's instructors and the Keuka College Registrar's Office on behalf of the student.

In such approved cases, instructors are permitted to give the student a "W" on the grade roster. If the instructor deems that sufficient work has been completed, the student may be permitted to complete any outstanding assignments upon returning to the university at the discretion and availability of the instructor. The instructor should submit a grade change form to give the student a grade.

Students who withdraw by the end of the first week of class will be permitted to retake the course at no additional charge provide they paid for the course in full and no refund was granted. For withdraws after the first week of class, students must pay the course fee again in order to repeat the course despite any full or partial course fees paid. The policies for *Repeating a Course* and *Delayed Graduation* will also apply.

Grading Scale and Quality Points

Instructors base the student's grade on:

- Performance in the classroom, including free discussion, answering questions, engaging in classroom activity, etc.
- Attendance
- Achievement on homework and group exercises
- Classroom tests and final examination

Keuka College undergraduate grades are calculated using the following scale:

Letter Grade	Description	Quality Points	Percentage Points Achieved
A	SUPERIOR	4.00	93-100
A-		3.67	90-92.9
B+		3.33	87-89.9
B	COMMENDABLE	3.00	83-86.9
B-		2.67	80-82.9
C+		2.33	77-79.9
C	SATISFACTORY	2.00	73-76.9
C-		1.67	70-72.9
D+		1.33	67-69.9
D	DEFICIENT	1.00	63-66.9
D-		0.67	60-62.9
F		0	Below 60

Students can receive a failing grade for poor performance, unsatisfactory attendance, incomplete assignments, absence from examinations, cheating, etc. Please note that Keuka College does not allow incomplete ("I") grades, thus outstanding work not completed by the instructor's specified date or within two weeks after the course has ended will result in a grade of "F".

The quality points listed in the grading scale above are used to calculate the student's **Grade Point Average**, commonly referred to as the GPA. The GPA measures a student's overall progress and is used to:

- determine a student's status in the program as outlined in the section on *Guidelines for Satisfactory Progress*.
- set a minimum graduation requirement discussed later under *Degree Requirements and Graduation*.

Along with the student's letter grade, the GPA is reported on the official Keuka College transcript. More information on the formula to calculate the GPA can be found later in the section on *Keuka College Transcripts*.

Academic Warning

Student performance is the student's own responsibility. A student may receive and academic warning if he or she is not meeting course requirements. Reasons for academic warnings can be due to, but are not limited to: attendance, class participation, missing assignments, deficient grades on quizzes, exams and assignments. A student who gets an academic warning should contact the instructor or the program coordinator to plan how to improve his or her performance.

Academic Integrity

Keuka College expects students to fulfill academic assignments independently and honestly, including all matters related to the program. Any cheating, plagiarism, or other form of academic dishonesty at Keuka College will be penalized with sanctions ranging from an F on a specific assignment, failing the course, or expulsion from the college.

Academic honesty is highly valued at Keuka College.

- Individual work, Keuka College expects students to fulfill academic assignments independently and honestly.
- Use own words and ideas. Written assignments should be the student's own words, not the ideas or words of someone else.
- Cite sources. A student must cite all sources for any words or ideas that are not the student's original words or ideas, the. If a student uses the ideas or words of another with no citations, the assignment will receive a "0" or "F".
- Work independently. A student should work alone on exams and individual projects.
- Cheating, copying from others, from notes, or from electronic sources will result in an "F" on an exam, project, assignment, or course.
- Do not help others cheat. If the source of dishonesty is identified as another student in the class, the student who gave help and the student who received help will both receive a "0" or "F". Repeated violations may result in an "F" for the course.

Examples of cheating are:

- Having a tutor or friend complete a portion of an assignment
- Having any other person make revisions to a student's final work
- Copying work submitted by another student
- Using information from online information services without proper citation
- Completing a test with answers other than the student's own
- Using a cell phone to receive text answers during an exam
- Using a cell phone to text a friend about the questions on an exam
- Writing information on a desk or another place to use in an exam
- Using an electronic translator, Blackberry, i-Phone, or similar device to store information for an exam

- Bringing notes of any sort into an exam unless authorized by the instructor
- Attempting to buy an exam or to obtain one prior to the exam.
- Not working individually when asked to.
- Submitting work and saying it is original when it is not.

Electronic devices including dictionaries and cell phones are not permitted into exam rooms. Such devices can store information and notes which may be accessed during the exam. This is a form of cheating.

In summary:

Any cheating, plagiarism or other form of academic dishonesty at Keuka College will not be tolerated. A student who is academically dishonest will earn an “F” on a specific assignment and may be expelled from the Keuka Program.

Cheating refers to the use of unauthorized assistance on academic assignments both in and out of class. Unauthorized aid may include the use of printed material, electronic equipment, personal notes or the help of other people.

Instructors have no motivation to unfairly accuse a student of cheating. The burden of proof is not on the instructor, and an instructor’s final decision will stand. Students who have been charged with academic dishonesty, may appeal the charge as outlined in the Keuka College Student Handbook at: www.keuka.edu

Student Grade Reports and Posting

Keuka College will process the instructors’ final grades and release individual student grade reports to be disseminated to the students from the University of Science-Vietnam National University Ho Chi Minh City. As stated previously, Keuka College prohibits publicly posting grades using identifiable student information under FERPA regulation.

Students who receive a deficient (D+, D, D-) or failing grade (F) should be given a detailed explanation from their course instructor. While the grades of “D+” and below are deficient, students need only repeat a course if they fail.

Instructions for students to access their grades on the *MyKeuka* web portal are as follows:

Student Portal Access to Grades

1. Open the browser and navigate to <http://keuka.edu/>.

2. Click on the "MyKeuka" link in the top navigation bar.

3. Click on the "Login to MyKeuka" button in the login box.

4. Click "Yes" on the Security Warning dialog box.

5. Enter the username in the "username" field.

6. Click the "OK" button.

7. Click on "Academic Profile" in the "My Online Services" menu.

8. Click on "Grades" in the "My Online Services" menu.

9. Click on the "Grades" link in the "My Online Services" menu.

10. Click the "SUBMIT" button.

There may be situations where you will need to use `keuka\username`. Be sure to use the BACK SLASH in this case.

myKeuka

My Online Services

- Main Menu
- Academic Profile
- Grades
- Grade Point Average by Term
- Transcript

My Online Services

- User Account
- Financial Information
- Financial Aid
- Communication
- Registration
- Academic Planning
- Academic Profile

Grades

Choose One	Term	Description	Start Date	End Date
<input type="radio"/>	SP2013	Spring 2013	02/04/13	05/22/13
<input checked="" type="radio"/>	FA2012	Fall 2012	08/27/12	12/12/12

SUBMIT

Grade Inquiries

Students will have a **maximum of four weeks from the time their final grade is posted** to question the grade. Students may approach their Keuka instructor directly if he/she is available on their campus or by email to inquire about their grade. However, if no response is given, a formal inquiry may be submitted to University of Science-Vietnam National University Ho Chi Minh City Program Coordinator along with sufficient evidence. The University of Science-Vietnam National University Ho Chi Minh City Program Coordinator's Office will forward questions along with any evidence to the Keuka College Registrar's Office, who will then work with the instructor to confirm the final grade and return the outcome to the University of Science-Vietnam National University Ho Chi Minh City.

Repeating a Course

Students are able to repeat courses to improve their academic standing in the program. The first course grade will appear on the student's transcript, but is not computed in the grade point average (GPA) or Keuka College credit hours earned toward graduation after it has been repeated. Once repeated, the resulting grade becomes the final grade for this course. Please note that a student who fails the same course three times is not permitted to repeat the same course a fourth time and will thus be ineligible to graduate.

Repeated coursework may occur at any time during the student's enrollment in the program or up to two years following the original expected graduation date. Courses can be repeated based on course availability in the teaching schedule and the number of students limited to the class. The student is also responsible for the course tuition and any additional administrative fees or accommodation charges imposed by the host university.

Guidelines for Satisfactory Progress

A student's continued eligibility for graduation depends on making satisfactory academic progress. A student must achieve a minimum 2.0 cumulative grade point average and have no failed courses by the end of his/her program in order to earn a degree.

Determining Academic Status

Upon the completion of each semester, the Keuka College Registrar's office will examine each student's transcript. Students whose cumulative grade point average (g.p.a.) is below 2.00 will be placed on academic probation.

Students who are on **probation** will have this status noted on their official transcript in the semester during which the evaluation was completed. Those students who fall within the probation criteria at the end of the program (10 courses) will be held for **delayed graduation**. These students must complete their outstanding requirements within two years from their original expected graduation date.

Each course in Keuka program builds upon the information learned in previous courses. Please note that students will be required to complete failed coursework before graduation or advancing to upper level courses at the discretion of Keuka College. While this could delay the student's original expected graduation date, it will help to ensure the student's ultimate success in future coursework.

For additional information, please refer to the policy on *Repeating a Course*.

Status Reports and Notification

The Keuka College Registrar's Office will notify University of Science-Vietnam National University Ho Chi Minh City at the end of each semester of the students who have been placed on academic probation.

Keuka College Transcript

The Keuka College transcript is the official document of the student's academic record and is maintained by the Registrar's Office. The student's name, Keuka College identification number, degree earned and conferral date are shown in the heading. Please note that the student's concentration (i.e., international finance, human resources, etc.) will not be documented on the Keuka College transcript.

The body of the transcript will list the name of the University of Science-Vietnam National University Ho Chi Minh City first along with the total number of credit hours accepted as transfer work. The Registrar's Office will evaluate the student's transcript from University of Science-Vietnam National University Ho Chi Minh City and determine the total number of credits to be awarded. Coursework from the University of Science-Vietnam National University Ho Chi Minh City is accepted by Keuka College as credit hours only and included in the total number of credits hours earned toward the degree. Individual grades do not transfer. Students in Keuka-Vietnam program who have sufficient, transferable credit are considered to have the equivalent of an Associate's Degree. Thus, students may have courses in which grades of C- or D are transferred toward their Keuka College degree. No failed courses will be accepted for transfer.

The Keuka College courses are next listed on the transcript by semester according to the following months:

Courses ending August - February Fall (year)
Courses ending March - July Spring (year)

Each completed course will show the letter grade, credits hours attempted (HA), credits hours earned (HE), and grade points (GP). The student's **grade point average (GPA)** and cumulative grade point average (Cum GPA) is calculated at the end of each semester according to the grading scale shown previously using quality points:

(Sample Transcript)

CRD
Course
Credit

×

GRD
Letter Grade =
Quality Points

=

GRDPT
Grade
Points

A = 4.00
A- = 3.67
B+ = 3.33
B = 3.00
B- = 2.67
C+ = 2.33
C = 2.00
C- = 1.67
D+ = 1.33
D = 1.00
D- = 0.67
F = 0.00

COURSE	Course Title	CRD	GRD	GRDPT
SPRING 2010				
FP 401A	CAREER MGMT/EXP LRNG	1.00	C-	1.67
Term	GPA 1.670	Credit 1.00	QP	1.67
Cum	GPA 1.670	Credit 1.00	QP	1.67
FALL 2010				
BUS 101	INTRO BUSINESS	3.00	B+	9.99
HRM 208	HUMAN RESOURCES MGMT	3.00	D+	3.99
Term	GPA 2.330	Credit 6.00	QP	13.98
Cum	GPA 2.236	Credit 7.00	QP	15.65
SPRING 2011				
MGT 345	ORGANIZATIONAL BEHAV	3.00	B-	8.01
Term	GPA 2.670	Credit 3.00	QP	8.01
Cum	GPA 2.366	Credit 10.00	QP	23.66

Total
GRDPT

÷

Total
CRD

=

Cum
GPA

A student's grade point average is computed only on the credits and grades earned at Keuka College.

Finally at the end of the transcript, the date that the student completes the degree requirements will be noted. Typically this is the last day of the final course taken.

Request for Transcript

The student will receive one official transcript upon graduation. These transcripts will be processed in the Keuka College Registrar's Office and sent to *University of Science-Vietnam National University Ho Chi Minh City*. International students may request additional copies of their official transcript by logging onto the Keuka College website:

- Go to www.keuka.edu
- Select **Academics**
- Select the **Registrar's Office**
- Select **Transcripts** in the left column
- Under Online select **Order your transcript now**
- Select the **ORDER** order button at the bottom of the screen
- Enter your PERSONAL INFORMATION
 - First Name = Given Name
 - Last Name = Family Name
 - Social Security Number = 000 + 6-digit Keuka ID#
 - Daytime Phone (required) = Enter 000-000-0000
 - Be sure to include your email address so that we may contact you if necessary
- Enter ENROLLMENT DEGREE INFORMATION and click the **Next** button
- Add RECIPIENT INFORMATION, select DELIVERY OPTIONS, and click the **Next** button
- Verify your order and click the **Next** button
- Select **OK** when you are certain that your request is correct. Enter your CREDIT CARD INFORMATION and click **Place Order**
- Be sure to complete the instructions to send your electronic signature and finalize the request.

Current students will have unlimited access to their unofficial transcript on the *MyKeuka* web portal. Please refer to the previous section, *Student Grade Reports and Posting*. The *transcript* option can be found in Step #8 located below *grades*.

University of Science-Vietnam National University Ho Chi Minh City Transcripts for Transfer Credit

The **University of Science-Vietnam National University Ho Chi Minh City** will prepare official transcripts for the students in both Vietnamese and English to be submitted to the Keuka College Registrar's Office

Student Name Verification or Changes

The student's name must remain consistent on all rosters and documents comprising the student's record and match the information contained in the Keuka College database. Inconsistencies in a student's name translation can occur, especially for foreign students. Students with such irregularities will need to have a Student Name Verification Form on file (a copy is included at the end of this section). Any student who has changed their name must provide official/legal documentation along with a Student Name Verification Form.

Completed forms should be submitted to the Keuka College Registrar's Office. Forms will be kept in the student's file.

Degree Requirements and Graduation

Degree Requirements

Undergraduate: All students working toward a baccalaureate degree must meet the following basic requirements for graduation:

- At least 60 credits must be in liberal arts and sciences
- Satisfactory completion of 121 total credits
- Cumulative grade point average (GPA) of at least 2.00
- Completion of major requirements with a discipline GPA of at least 2.00
- Completion of Keuka College core curriculum requirements
- Demonstration of English Proficiency through one of the following means:
 - TOEFL: 550 or 79-80 iBT
 - IELTS: 6.0

Graduation Audit

The Keuka College Registrar's Office will perform a thorough audit of the student's academic record to ensure that all graduation requirements listed above have been fulfilled. During this evaluation process the final determination is made to approve ("clear") the student for graduation. The Registrar's Office will promptly notify the University of Science-Vietnam National University Ho Chi Minh City of all graduation audit results. The student's file must contain the following:

- University of Science-Vietnam National University Ho Chi Minh City transcript (translated into English) showing valid transfer coursework (90 credits)
- English proficiency certification (listed above)
- Keuka College transcript showing completion of 10 Keuka courses (30 credits) and processed transfer credit (90 credits above)

University of Science-Vietnam National University Ho Chi Minh City prepares transcripts and English proficiency certificates for each student ready to graduate. Both the Vietnamese transcript and an English translation are provided. These documents are assembled in duplicate:

- 1) one copy to be retained by University of Science-Vietnam National University Ho Chi Minh City
- 2) one copy for shipment to the Keuka College Registrar's Office

Degree Conferral Date

Keuka will have two official degree conferral dates each year: June 30 & December 15. The student's official degree conferral date will appear on the diploma and the transcript.

Students expecting to graduate on June 30 will have until July 31 to complete all degree requirements. Likewise, students expected to graduate on December 15 will have until December 31 to finish their degree requirements. No diploma will be issued to any student until all requirements are fully completed.

Diplomas

Graduates of Keuka's University of Science-Vietnam National University Ho Chi Minh City program will receive an official Keuka College diploma certificate, which is the same for both domestic and international programs. Please note that the student's concentration will not be listed on the diploma as part of the Keuka College degree.

The Registrar's Office will also prepare official transcripts for each student to be awarded with the diplomas at graduation.

Duplicate Diploma Request

Students who need a replacement diploma should make their request directly to the Keuka College Registrar's Office via email [registrar@keuka.edu] and include the following information:

- Family Name
- Given Name
- Keuka ID#
- Date of Birth
- Mailing Address

There will be a charge for processing and shipping, which is estimated at \$50 USD. Students will be contacted to provide their credit card information to complete the process.

Student Name

The student name used on the diploma will be the same name submitted on the student roster unless otherwise changed or corrected. Names will appear on the diploma and the transcripts in the traditional American format using the first/given name followed by the last/family name. Please note, however, that Keuka College maintains student data and records alphabetically using the last/family name followed by the first/given name.

Degree Requirements Completed Letter

Students who complete their degree requirements well in advance of the official graduation/conferral date may request a Degree Requirements Completed Letter from the Keuka College Registrar's Office. The letter will certify that the degree requirements have been completed and indicate the official expected degree conferral date.

Graduation Ceremony

Students can apply to participate in the graduation ceremony once the all coursework is completed. Diplomas and transcripts will not be issued until all requirements have been completed.

Delayed Graduation

Students who do not meet the graduation requirements will have two years from the completion of the class/cohort sequence to finalize any outstanding requirements.

Removal of Email / Electronic Library Access

Following graduation, the Information Technology Services (ITS) Department at Keuka College will be advised of the students who no longer require access to the electronic library, and their accounts will be deleted from the system.

This handbook contains current information on policies, procedures, and degree requirements at Keuka College. Nothing in this handbook should be considered as setting forth the terms of a contract between a student and Keuka College. The College reserves the right to make any changes deemed necessary and desirable.