

# **MASTERS CANDIDATE HANDBOOK INTRODUCTION**

This *Handbook* is published to help candidates and faculty in the planning and execution of the MA/MS degree program at Andrews University College of Education and International Services. It does not supersede the *Andrews University Bulletin*.

Questions not answered in this *Handbook* or the *Bulletin* may be referred to the CEIS Graduate Programs Office.

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## **COLLEGE OF EDUCATION AND INTERNATIONAL SERVICES**

### **MASTER'S PROGRAM**

#### **Please Note:**

Papers/forms are usually filed with the Coordinator of Graduate Programs  
College of Education and International Services, Bell Hall Room 151

### **COURSE WORK**

#### **1.1 Admissions Status**

##### **A. Regular**

If you meet all the general admission requirements as stated by Graduate Enrollment Management, the admission requirements of the College of Education and International Services and the specific requirements of the department in which you propose to study, you are eligible for regular status.

##### **B. Provisional**

If you do not meet all the requirements for regular admission, but in the judgment of the proper department show the ability to undertake successfully the proposed program, you are eligible for provisional status. At the time the provisional admission is granted, the department specifies the nature of any deficiencies as well as the plan and deadline for their removal. Deficiencies need to be removed and regular status needs to be granted by the time you complete 50% of the master's coursework. ***If you fail to meet prescribed specifications, you may be dropped from the program.***

Please note that students enrolled on provisional status **may not:**

- register for thesis or independent study
- request advancement to degree candidacy
- take comprehensive exams

The class load limit for candidates on provisional status is normally 12 credits.

#### **1.2 Minimum Admissions Requirements**

To qualify for regular admission to the MA/MS program, you need to submit official, final transcripts of all previous undergraduate and graduate work taken and meet **all** the general standards:

- A 4-year bachelor's degree from an accredited university or its equivalent – OR – Student may also hold a previous Master's degree.
- Evidence of ability to pursue advanced study in graduate-level work with a cumulative undergraduate grade-point average of at least 2.60 on a 4.00 system – OR – a cumulative graduate GPA of at least 3.0 on at least 8 semester credits, in courses graded A-F.
- Adequate undergraduate and/or graduate preparation in the proposed field of study and general education. Assessment of preparation is done by your department.

- D. Evidence of ability to handle master's-level work in the English language. If your first language is not English, you need to submit scores on an English language achievement test. (See *AU 2023 - 2024 Bulletin, English Proficiency Requirements*)
- E. A minimum of two satisfactory recommendations showing strong potential for educational leadership and service.
- F. A written statement of purpose (at least 500 words) for graduate study in the MA/MS program.

### 1.3 Academic Advisement

During your first registration semester, discuss with and receive counsel from your advisor about academic requirements and expectations, and a course plan for you which meets program requirements.

### 1.4 Master's Program Course Work

#### A. Course Numbering/Levels

500-699: Courses for graduate candidates only  
 700-799 Courses for post-master's candidates only

#### B. Program Course Work Requirements

Plan your program carefully with your advisor. Programs vary between 30 and 60 credits of graduate work and require from one to three years of full-time study. Check the *College of Education and International Services Section in AU 2023 - 2024 Bulletin* for department requirements. (See *Graduate Programs*)

Requirements include:

1. Total credits need to be numbered 500 and above.
2. May accumulate up to 6 independent study credits and 6 workshop/tour credits toward a degree with a maximum of 9 credits combined.
3. No more than 20% of your program credits may be transferred into your program and Andrews University.
4. EDFN500-Philosophical Foundations for Professionals needs to be taken at Andrews University.
5. Some department programs require prerequisites (see *College of Education and International Services section in AU 2023 - 2024 Bulletin.*)

### 1.5 Transfer of Credits

#### A. From Another Recognized Institution

You may transfer graduate courses that you have taken at another recognized institution and apply them toward the MA degree at Andrews University by transfer credit petition provided:

1. The courses were taken less than six calendar years before your expected graduation year.
2. The grade earned in each course is at least a B (3.00).
3. The courses apply toward a comparable degree at that institution.

4. The courses meet similar requirements or electives within the Andrews program.
5. The transferring credits do not exceed one-fifth (20%) of the minimum credits required.
6. Such courses are recommended by your advisor and approved by the CEIS Graduate Programs Office within the first semester of your residence.
7. An official transcript listing those courses is on file in the Records Office.
8. Courses to be taken at another university and transferred to Andrews after enrolling in an Andrews' graduate program need to be approved by petition before being taken.
9. The computation of the GPA does not include grades earned in transfer courses.

**B. From a Previous Degree at Andrews University**

You may transfer graduate courses taken at Andrews University that are considered appropriate for the master degree program using a transfer credit petition with the condition that they are subject to the following stipulations:

1. The courses were taken less than six calendar years before your expected graduation year.
2. The grade earned in each course is at least a B (3.00), and the cumulative grade-point average at Andrews University is at least 3.00.
3. The courses meet similar requirements or electives within the new MA program.
4. Transfer credits do not exceed one-fifth (20%) of the minimum credits required for the new program.
5. Such courses are recommended by your advisor and are approved by the CEIS Graduate Programs Office.
6. Grades earned in courses transferred from another MA program at Andrews University are included in the computation of the grade-point average. (Both the overall grade-point average and the grade-point average of the remaining courses taken for the MA degree meet the minimum 3.00 required for graduation).

**C. Guest Student**

Courses taken on Guest Student status generally do not count toward a graduate degree. However, after the student has been accepted into a graduate program: up to 8 credits, and up to 50% of the graduate certificate programs may be applied.

**1.6 Transfer of Degree Program**

**A. From One Master's to Another Outside of the College of Education and International Services**

If you wish to transfer from outside the College of Education and International Services, you need to contact the Graduate Enrollment Management Office. Transferring into a degree program in the department of Graduate Psychology and Counseling may require a complete application process.

## **B. From One Master's to another within the College of Education and International Services**

If you wish to transfer between departments, you need to contact the Graduate Enrollment Office to request a "Change of Program" form. Transferring into a degree program in the department of Graduate Psychology and Counseling may require new recommendations.

### **1.7 Candidate Responsibility for Bulletin Requirements**

You should become familiar with the regulations governing academic matters. [The College of Education and International Services](#) section in the [AU 2023 - 2024 Bulletin](#) covers general questions about academic policies that you are to observe. Although the policies of the [Bulletin](#) have the weight of faculty action, practice and precedent, occasionally special circumstances may suggest an exception. The petition process handles such circumstances through the CEIS Graduate Programs Office.

### **1.8 Bulletin Applicability**

You may choose the requirements of any Bulletin in force after your official acceptance as long as you remain active in your program. If a break of enrollment occurs or you are placed on inactive status, you need to meet the requirements of a Bulletin in effect after enrollment resumes.

### **1.9 Time Limitations**

You need to complete the requirements for the MA degree normally within six calendar years from the beginning of the first semester of class work, irrespective of admission classification. Transfer courses also need to be taken within these time limits. However, outdated course work taken at Andrews University may be considered appropriate for updating between six and ten years from your expected graduation date.

A petition for a one-year extension of time may be granted by the dean of the School of Graduate Studies upon the recommendation of the student's advisor and the dean/department chair of the college. Grades from all graduate courses taken at Andrews University, including those more than six years old, and those taken on a PTC basis, are used in computing the final GPA.

### **1.10 Inactive Status**

To maintain active status in any of the MA programs (except for Leadership), you need to be enrolled for classes two out of three terms during the school year. Two terms (semester or summer) with no credits will cause the student to be placed on inactive status, unless the student has communicated valid reasons for the lack of progress in his/her program. Candidates pursuing master's degree during summer sessions only need to be enrolled every summer in order to maintain active status in the program. Candidates who become inactive need to request reactivation on a graduate petition through the department. Upon reactivation, the candidate needs to meet the requirements of the *Bulletin* in force at that time. Students who will request reactivation will be charged an appropriate reactivation fee (See [AU 2023 - 2024 Reactivation Process and Inactive Status](#)).

### **1.11 Standards of Scholarship**

#### **A. Schedule of Studies**

You need to fulfill satisfactorily the schedule of studies outlined in your degree program requirements and as advised by your Academic Advisor.

## **B. Provisional Status**

If you have been accepted provisionally:

1. Due to low admission GPA, you need to achieve a cumulative Andrews University grade point average of 3.00 for the first 9-12 credits after acceptance in courses graded A-F to continue in the program.
2. Because of English language deficiencies, you need to meet the minimum English language proficiency requirement by the time you have completed no more than 50 percent of your coursework or suspend progress in your graduate program until the deficiency has been removed.

If you are on provisional status, you may not register for thesis, independent study or workshop credits, advance to degree candidacy, or take the comprehensive examination.

## **C. Grade-Point Average**

To remain in the program, you need to maintain a grade-point average of 3.00 overall and in your major or concentration. Only grades of B- or better count toward the major or concentration. Although C grades are permitted outside the major, an overall grade-point average of 3.00 or better need to be maintained.

No grade of D or F may count toward a degree. If you repeat a course, the old grade is excluded and the new grade is included. Accumulation of more than four grades below a B- (including U), normally terminates your enrollment.

## **D. Academic Probation**

If the cumulative grade-point averages in your MA course work at Andrews University drops below 3.00 in any given semester, you will be placed on academic probation. You and your advisor need to develop a plan to raise your grade-point average above 3.00, normally within the next semester. The CEIS Graduate Programs Office needs to approve this plan.

When your cumulative grade-point average again reaches 3.00, the CEIS Graduate Programs Office will reinstate you to regular status. However, if you have not reached the minimum grade-point average within the time limits stated in the approved plan, you may be dropped from the program.

If you are on academic probation, you may not register for thesis, independent study or workshop credits, advance to degree candidacy, or take the comprehensive examination.

## **E. Other Standards**

1. The MA degree does not accept credit by examination.
2. You need to successfully pass the comprehensive examination and formally defend a master's thesis, if the thesis option is selected.

### **1.12 Satisfactory Academic Progress**

For full information concerning Satisfactory Academic Progress required for continued financial aid eligibility, read the *Andrews University Bulletin Graduate Financial Assistance*.



## ADVANCEMENT TO DEGREE CANDIDACY

### 2.1 Procedure

Upon completion of 75 percent of your course work and no later than the semester before taking the comprehensive examination, you should apply for Advancement to Degree Candidacy. The recommendation is that you apply for Advancement to Degree Candidacy (ATC) no later than the semester before graduation. Links to the ATC forms (ATC summary page and course plan sheet) are in the Appendix. These forms need to be:

- A. Completed by you,
- B. Approved by your advisor and department chair/coordinator,
- C. Returned to the coordinator of Graduate Programs,
- D. Online application for graduate graduation needs to be submitted, use the following link:  
[Graduate Graduation Application](#)

You will receive a copy of your approved "Advancement to Degree Candidacy" via email.

### 2.2 Application

At the time you file "Advancement to Degree Candidacy" you should:

- A. Have completed all deficiencies that may have existed,
- B. Have shown language proficiency where required,
- C. Be on regular status,
- D. Have maintained a cumulative grade-point average of 3.00 or higher,
- E. Applied for graduation

### 2.3 Approval

Once your Advancement to Degree Candidacy has been checked and all signatures of approval have been obtained, you may take the comprehensive examination. Again, this should be done the semester before the comprehensive examination is taken. If you have made any changes in your coursework since your approved Advancement to Degree Candidacy you need to submit the "[Program Change Request](#)" form. Only after you have made the necessary changes to the Advancement to Degree Candidacy and you have met the minimum program requirements will you be approved for graduation.

## COMPREHENSIVE EXAMINATION

### 3.1 Purpose

All MA/MS degree programs except for programs from the Leadership Department and the MA in Learning Technologies require comprehensive examinations.

The purpose of the comprehensive examination is to appraise your overall grasp of your chosen discipline and your expertise in your area of concentration as well your integration of knowledge over the field of study.

### 3.2 Application

You may not take the comprehensive examination until you have been officially advanced to degree candidacy. This needs to be submitted and approved no later than the semester before taking the comprehensive examination. The semester before taking the exam, register for EDUC670 MA Comprehensive Exam.

### 3.3 Nature

Each exam may include a variety of types of questions, including those requiring specific knowledge, application of knowledge, and defense of a position on specific issues.

Your department may provide verbal samples or a written handout of sample questions or review guidelines for the general professional education and major area.

When necessary, follow-up oral or written exams may be prescribed by the department.

### 3.4 Scheduling and Time Allowances

The comprehensive examination is normally taken during the last semester of course work and is scheduled on specific dates each semester (see *Academic Calendar*). **You are required to submit your "Advancement to Degree Candidacy" and have it approved no later than during the semester prior to taking your comprehensive examination, or you will not be permitted to sit for this examination.** The examination parts and allowed times vary based on the program requirements (see your program handbook).

You may petition to take the examination online through DLiT with the following conditions:

- A. You need to submit the request to take the comprehensive exam online to the CEIS Graduate Programs for making arrangements with DLiT to take the examination under supervision.
- B. It needs to be taken at the same time it is offered on campus.
- C. If online proctoring is chosen, students use an online calendar to schedule exam sessions during office hours. Details are provided within the course space, and further information about how online exams work is available online.

### 3.5 Grading and Reporting

Each part of the examination is evaluated as a whole and graded as "pass", "pass subject to satisfactory follow-up exam (oral or written)", or "not pass". In the case of "not pass" you can take the examination only once more, normally at the next regularly scheduled time. Failing to pass the second time may result in termination from the program.

The CEIS Graduate Programs Office will officially notify you of your performance on the comprehensive examination within three weeks.

## GRADUATION REQUIREMENTS

### 4.1 Application for Graduation

It is your responsibility to submit a [Graduate Application for Graduation Form](#). This form needs to be submitted online. Graduation Applications in paper form will not be accepted. If you have any questions, contact Academic Records at (269-471-3375). All graduate students applying for graduation/marching in Spring/Summer, or filing for December Conferral needs to complete the Graduation/Marching application no later than the date specified in the 2023 - 2024 [Academic Calendar](#).

If you have missed the deadline, you may need to pay a late fee to file your application after the deadline, or delay your graduation by submitting a new application for degree conferral/graduation for the next regularly scheduled time.

### 4.2 Completion of Program Requirements

You need to complete all program requirements (check with the coordinator of Graduate Programs) and receive financial clearance from the Student Finance Office one week before commencement. (See the *General Information Bulletin* for graduation fees.)

### 4.3 Graduation Gown

[Graduation regalia](#) are ordered online by degree, not major. Be sure you know your degree. If you have questions, please contact the Records Office. The MA students should choose a white hood and the MS a gold hood.

This gown is made of light weight material with a black mortar board hat. The tassel and cords are yellow.

### 4.4 Announcements/Name Cards

You may order announcements and name cards online at: [Andrews Bookstore](#).

### 4.5 Lodging

The Guest/Convention Services Office is open seven days a week. To make a reservation, call 1269-471-3360, or email [lodging@andrews.edu](mailto:lodging@andrews.edu). Reservations should be made as early as possible-it will be a busy weekend! (Some make campus guest room reservations a year in advance for this weekend) Hotels are available within a range of 10-20 miles. For more complete lodging and transportation information, see the AU Website at [Convention Services](#) and [Transportation Services](#).

### 4.6 Graduation Schedule

It is a full weekend. Rehearsal practice is Thursday evening. There are ceremonies Friday evening, Saturday morning and Sunday morning. Details can be obtained from the Academic Records Office.

### 4.7 Conferral of Degree

Conferral of degrees occurs when you have successfully completed all degree requirements. There are two commencement services each year, scheduled for May and August. Degree conferral without the graduation ceremony is available in December.

#### **4.8 Graduation in Absentia**

At the time of application for graduation/marching, students who choose not to march need to indicate that they are graduating in absentia. Those who complete all degree requirements and choose to graduate in absentia forfeit their right to participate in a later graduation ceremony. You may graduate in absentia by indicating your request to the Records Office via e-mail: [academicrecords@andrews.edu](mailto:academicrecords@andrews.edu) or call at (269-471-3375).

## THESIS

### 5.1 Content and Purpose

Your thesis needs to:

- A. Prove your awareness of the proper literature and your competence to do independent research.
- B. Focus on a clearly defined, possible, scholarly, and legitimate problem.
- C. Present a logically organized and readable account of the investigation, its findings, conclusions, and implications.

### 5.2 Registration for Thesis Credits

To fulfill the thesis option for the master's degree, a student is required to write a thesis and successfully defend it in an oral examination at an officially designated time and place. See [Required Dissertation and Thesis Deadlines here](#). Students need to register for a minimum of 3 credits of thesis. Registration for additional credits is required for each semester until the thesis is defended. A committee of at least two members, appointed before the initial registration for thesis credits, will guide you from the beginning of thesis preparation.

### 5.3 Thesis Committee

Your advisor will help you structure a Thesis Committee of at least two members, one of whom will serve as chair. A request for [Thesis Committee & Topic Approval](#) is used for this selection. Upon the completion of your thesis, a third person appointed by the chair of the department will read and approve your thesis before meeting with you and your committee for the final evaluation conference.

### 5.4 Working with the Committee

The chair of your committee or, in special cases, a committee member appointed by the committee, guides you in the research. All members of your committee are available for consultation and should be informed regularly about your progress.

It is vital that you work in the closest possible relationship with your committee as you write your thesis.

- A. First, submit a proposal. When approved, submit a copy of your title page with the committee members' signatures and date of approval to the coordinator of Graduate Programs.
- B. Complete a literature review.
- C. You need to secure your chair's permission before sending out any questionnaires or instruments. Approval by the Human Subjects Research Board may be required.
- D. You should plan to submit your draft copy chapter-by-chapter to your chair.

Plan to pace your submissions to your chair. The chair of the thesis committee carries the primary responsibility for guiding the thesis and holds the prerogative of deciding when draft copy is or is not ready for examination by the other member(s) of the committee. While the preferred method of thesis development in the College of Education and International Services is chapter-by-chapter submission to the committee, the committee may prescribe another method. It is necessary to have committee satisfaction that the final draft copy of the thesis is ready for consideration in its entirety to clear the thesis for the evaluation conference.

## **5.5 Human Subjects Research**

If you are conducting research involving human subjects as part of your degree program, you need to submit a proposal of research to the Scholarly Research Office for approval by the Human Subjects Review Board.

## **5.6 Thesis Format**

The format of the thesis needs to conform to the guidelines found in the *Andrews University Standards for Written Work*. The master's thesis and doctoral thesis needs to demonstrate the candidate's capacity for original and independent work, include a critical evaluation of previous research, and emphasize new conclusions.

## **5.7 Thesis Manuscript Preparation**

Submit your thesis to the members of your thesis committee. Your thesis chair and committee member should review your thesis. Your thesis chair will communicate to you of any additional editorial changes.

## **5.8 Final Thesis Manuscript Check**

When, in your opinion and your full committee, the thesis/thesis has been completed satisfactorily and a final draft has been submitted, the committee, by official action, declares it to be ready for the oral defense.

## **5.9 Thesis Countdown to graduation:** See AU Bulletin [Thesis Deadlines](#) guidelines.

1. 5 weeks before graduation: Latest date for defense.
2. 4 weeks before graduation: Submit completely edited draft to Chair/Committee
3. 3 weeks before graduation: Submit final e-copy and all sign-offs to Thesis Office
4. 2 weeks before graduation: Academic Records receives Final Thesis or Thesis Approval Form

## 5.10 THESIS CHECKLIST

CHECK      A brief explanation of each item follows:

- \_\_\_\_\_ 1.    **Title of Abstract and Thesis match.**  
The titles on these two documents should match perfectly, word for word.
- \_\_\_\_\_ 2.    **Titles in Table of Contents match titles in text.**  
The titles in both locations should match perfectly, word for word.
- \_\_\_\_\_ 3.    **Pagination in Table of Contents matches pagination in text.**  
Check pagination each time there is a change in the text.
- \_\_\_\_\_ 4.    **Titles in List of Tables match titles in tables.**  
The titles in both locations should match perfectly, word for word.
- \_\_\_\_\_ 5.    **Pagination in List of Tables matches pagination in text.**  
Check pagination each time there is a change in the text.
- \_\_\_\_\_ 6.    **Tables appear immediately after first reference in text.**  
Tables, whether included in the text or on separate pages, should appear as soon as possible after referring to the table. This might be the very next line (in the middle of a paragraph) immediately following the paragraph or on the next page. A table should never appear before making the reference to it.
- \_\_\_\_\_ 7.    **Titles in List of Figures match titles in figures.**  
Titles in both locations should match perfectly, word for word.
- \_\_\_\_\_ 8.    **Pagination in List of Figures matches pagination in text.**  
Check pagination of figures each time there is a change in the text.
- \_\_\_\_\_ 9.    **Formation of tables and figures are correct.**  
Check the style guide you are using to make certain that formation of each table or figure is correct. Is the title properly placed? Is spacing correct? Are the lines correct?
- \_\_\_\_\_ 10.    **Correct word division.**  
Go down the right-hand edge of each page and note each divided word. If you are uncertain, check a dictionary to make certain that each division is correct.
- \_\_\_\_\_ 11.    **Overall pagination.**  
Check each page number to make certain that all pages are in order.
- \_\_\_\_\_ 12.    **Hierarchy of headings.**  
Each style has its own hierarchy of headings. While you may skip one or more levels of headings, you need to be consistent throughout the text. You cannot use one hierarchy in one chapter and a different hierarchy in another.

- \_\_\_ 13. **Capitalization.**
- Whether you use the APA style (which reduces capitalization) or Turabian, you need to be consistent throughout the text.
- \_\_\_ 14. **Bibliographic references in text.**
- ALL references used in the text needs to appear in the bibliography. (You may have additional references in the bibliography, however, which do not appear in the text.) All references should be cross-checked for:
- \_\_\_ A. **Consistency in spelling of authors' names**
- Make certain that all authors' names in the text agree with those in the bibliography.
- \_\_\_ B. **Consistency in use of dates**
- Make certain that any date used with a reference in the text is the same date used in the bibliography.
- \_\_\_ C. **Multiple references by same author and same year**
- If you have included more than one reference that was written within the same year by a given author, you need to distinguish between each reference by using the letters "a", "b", "c", etc. (e.g. 1986a, 1986b, 1986c, etc.)
- \_\_\_ D. **Multiple authors identified correctly**
- Identify all authors in the first entry in the text. After that you may use et al. but you need to use it consistently. You cannot mix entry styles.
- \_\_\_ 15. **Bibliography format.**
- \_\_\_ A. **Order of elements**
- Arrange each bibliographic entry to make certain that each element is in the proper sequence.
- \_\_\_ B. **Consistency in elements**
- Compare each bibliographic entry to make certain that each element is consistent, e.g. authors' names are arranged in the same order, titles of journal articles and books are treated similarly, volume numbers and dates have the same format, and publishers' names are consistent. (Do not use the publisher's full name in one entry and an abbreviated name in another entry.)
- \_\_\_ 16. **Figures and calculations are correct.**
- Go back and spot check your figures and calculations. If percentages do not total to 100%, explain why. If you find several errors, it is reasonable to expect that there are more. In that case, check all your figures.
- \_\_\_ 17. **Statistics are correct.**
- Obviously, if your statistics are not correct, you are going to have difficulty defending your findings. If you have any uncertainty about your statistics, seek help from qualified faculty or staff.



## FINAL EVALUATION OF THESIS

### 6.1 Purpose

Candidates for the MA degree need to formally defend a master's thesis. The thesis evaluation will test your ability orally to support the concepts and data of your thesis and give you an opportunity to show your understanding of the thesis' larger context.

### 6.2 Scheduling

The chair will not schedule the final evaluation conference of the thesis until the committee (including the final reader) considers the thesis ready for evaluation.

When, in the opinion of your full committee, the thesis has been completed satisfactorily and a final draft has been submitted, the thesis committee, by official action, declares it as ready for the oral defense. After it is approved, the thesis committee will choose a date for the defense. The defense of your thesis needs to occur at least five weeks before you plan to graduate.

### 6.3 Final Evaluation of the Thesis

After the defense you may be asked to make corrections. You need to make all changes/additions recommended by your thesis committee and the external examiner. Submit your completely edited draft with all changes/additions which conforms to the AU Standards for Written work to the thesis chair.

When no further corrections are needed, your thesis chair sends the final approved thesis document (PDF format) and the signed and approved signature page (as a separate PDF) to the Dissertation Office ([dissertationoffice@andrews.edu](mailto:dissertationoffice@andrews.edu)).

The committee chair will notify the dean of the evaluation conference outcome through the submission of the "Report of the Candidate's Thesis Committee". The grade for a thesis is "S" (satisfactory) or "U" (unsatisfactory).

Next, upload your thesis to ProQuest/UMI, which will give your document wide exposure. Follow the *instructions* given on the *Dissertation Office Website*.

## CANDIDATE COMPLAINT PROCEDURES

If you find yourself in conflict with the resolution of a complaint, or questioning a practice or decision that you believe unnecessarily impacts you adversely, you may seek to have your situation considered, improved or settled by following the steps in the order outlined below. The nature of the conflict will, in part, determine the procedure to follow. Fundamental to any procedure, however, is the basic commitment to Christian principles.

### 7.1 Candidate Complaint Procedure

If you feel that your academic rights have been violated, you should speak directly with the relevant professor. If you are dissatisfied with the professor's response, you may appeal to the department chairperson. Following a decision by the department chairperson, you (or the professor) may appeal to the appropriate academic dean, followed by an appeal to the Office of the Ombudspersons (269-473244, 269-471-3214).

### 7.2 Resolution of Grade Complaint

In keeping with the Andrews University Working Policy (2:437:6), if you dispute a grade received for a course (providing that you believe the grade was assigned as a result of **carelessness, arbitrariness, or capriciousness**), you should seek a resolution within one semester through the following steps:

1. You should seek a resolution in person with the instructor of the course.
2. If the dispute is not resolved, you may file a written grade complaint with the instructor's immediate supervisor, normally the department chair. The immediate supervisor needs to render a written report of his/her findings within a week.
3. If you do not receive a report or remain dissatisfied, you may file a written grade grievance with the Dean of the College of Education and International Services.
4. After reviewing all the facts about the case, the Dean may choose to issue a final decision in the case or appoint a Grade Review Committee of three Faculty members, who will investigate the matter and recommend a resolution to the Dean.
5. The Dean will then issue a final decision, taking into account the recommendations of the Grade Review Committee.

### 7.3 Resolution of All Other CEIS Complaints

Please use the following protocol in dealing with all other complaints:

1. If applicable, you may first consult with your instructor or advisor.
2. If your complaint remains unresolved, you may discuss it with the department chair
3. If the issue is still unresolved, you may submit a written complaint to the CEIS Dean.
4. If the issue remains unresolved, you may discuss the matter with the Provost who will provide a written decision which will be considered final.

At any point in the complaint process you may consult with either of two University Ombudspersons whose role is to facilitate understanding, communication, and resolution of conflicts. They may help by identifying and explaining relevant university policies, procedures, and problem-solving channels. The Ombudspersons will also help you to explore options or help identify University programs and resources that might be of benefit. The Ombudspersons do not get involved in:

- Legal advice or legal representation
- Non-University related disagreements or problems
- Filing grievances or making formal complaints
- Representation of students in formal University procedures (See "[Ombudspersons](#)" in the current Student Handbook.)

## APPENDIX

**MASTER DEGREE FORMS** are available at the following link:

[http://www.andrews.edu/sed/resources/student/masters\\_forms.html](http://www.andrews.edu/sed/resources/student/masters_forms.html)

Among these forms you will find the instructions on how to apply for the advancement to degree candidacy.

### Masters Forms

Click on the following links to access downloadable forms that can be filled out online and either printed and faxed (269-471-6374) or e-mailed directly to your advisor for approval. All forms are in Portable Document Format (PDF). Need Adobe Reader? Follow the link below.



- [Application for New Advisor](#)
- [Graduate Petition](#)
- [Petition - Transfer Credits](#)
- [Advancement to Degree Candidacy Cover Page](#)
- [Course Plans](#)
- [Application for Advancement to Degree Candidacy](#)
- [Application for Comprehensive Examination](#)
- [Program Change Request](#)
- [Report of Student's Thesis Committee](#)
- [Thesis Committee & Topic Approval](#)