

## CCSE Graduate Student Communication Guidelines

CCSE is committed for the success of its students. A student should comply with the following guidelines when help or advice is needed. Please follow the appropriate communication chain when you need assistance:








1. **Ms. Melinda Ross**, Director of Graduate Student Support, [gradccse@kennesaw.edu](mailto:gradccse@kennesaw.edu) may assist AI, CS, DSA, IT & SWE majors with general questions about such things as registration, academic holds, change of major, etc. It is best practice to start with Ms. Ross when you are unsure who to contact. **Ms. Gina Gavin**, Cybersecurity Program Coordinator, [ggavin@kennesaw.edu](mailto:ggavin@kennesaw.edu) may assist MS in Cybersecurity majors with the same general questions as Ms. Ross.

Please **DO NOT** send mass/multiple emails to faculty or administrators. This will just slow down the process and responses.

2. **Program Coordinators.** They are your academic advisors who can help you with your study plan (what classes to register for), career development, in-depth or specific information about curriculum, etc.
  - MSAI program coordinator: Dr. Mahmut Karakaya, [mkarakay@kennesaw.edu](mailto:mkarakay@kennesaw.edu)
  - MSCS program coordinator: Dr. Yong Shi, [yshi5@kennesaw.edu](mailto:yshi5@kennesaw.edu)
  - MSSWE program coordinator: Dr. Reza Meimandi Parizi [rparizi1@kennesaw.edu](mailto:rparizi1@kennesaw.edu)
  - MSIT program coordinator: Dr. Shirley Tian [xtian2@kennesaw.edu](mailto:xtian2@kennesaw.edu)
  - MSDSA program coordinator: Dr. Austin Brown [abrow708@kennesaw.edu](mailto:abrow708@kennesaw.edu)
  - MSCYBR program coordinator: Dr. Maria Valero de Clemente [mvalero2@kennesaw.edu](mailto:mvalero2@kennesaw.edu)
  - PhD in CS program director: Dr. Abhishek Parakh, [aparakh@kennesaw.edu](mailto:aparakh@kennesaw.edu)
  - PhD in DSA program director: Dr. Herman Ray, [hray8@kennesaw.edu](mailto:hray8@kennesaw.edu)
3. **Department Chairs/Directors.** The chairs/directors can help if you have issues with the instructors of your classes, or other matters not resolved by your program coordinators.
  - Department Chair of Computer Science (MSCS and MSAI): Dr. Yong Pei [ypei@kennesaw.edu](mailto:ypei@kennesaw.edu)
  - Director of School of Data Science and Analytics (MSDSA): Dr. Sherry Ni [sni@kennesaw.edu](mailto:sni@kennesaw.edu)
  - Department Chair of Information Technology (MSIT and MS in Cybersecurity): Dr. Shaoen Wu [swu10@kennesaw.edu](mailto:swu10@kennesaw.edu)
  - Department Chair of Software Engineering and Game Development (MSSWE): Dr. George Markowsky [gmarkows@kennesaw.edu](mailto:gmarkows@kennesaw.edu)
4. **Other Important Personnel**
  - International Student & Scholars Service: [iss@kennesaw.edu](mailto:iss@kennesaw.edu) Any issues related to visa, I-20, CPT/OPT eligibilities.

- CCSE Internship Coordinator: Prof. Darin Marrow [ccseinternship@kennesaw.edu](mailto:ccseinternship@kennesaw.edu)  
Internship/Co-op related questions.

## 5. Useful Links

CCSE Student Success Resources: <a href="https://www.kennesaw.edu/ccse/resources/index.php">https://www.kennesaw.edu/ccse/resources/index.php</a>	
CCSE International Student Web page (program requirements): <a href="https://ccse.kennesaw.edu/international.php">https://ccse.kennesaw.edu/international.php</a>	
International Student and Scholar Services (ISSS): <a href="https://www.kennesaw.edu/global-education/international-student-scholar-services/">https://www.kennesaw.edu/global-education/international-student-scholar-services/</a>	
CCSE Financial Assistance Programs Application (GRA/GTA/OSTW): <a href="https://ccse.kennesaw.edu/student-resources/fa_apps.php">https://ccse.kennesaw.edu/student-resources/fa_apps.php</a>	
KSU Graduate Academic Policies (academic integrity & grade appeal): <a href="https://catalog.kennesaw.edu/content.php?catoid=67&amp;navoid=5864">https://catalog.kennesaw.edu/content.php?catoid=67&amp;navoid=5864</a>	
Kennesaw Indian Student Organization: <a href="mailto:kisoindia22@gmail.com">kisoindia22@gmail.com</a> or WhatsApp group: <a href="https://chat.whatsapp.com/EZEBNQ3NVzT2sRvQEylYub">https://chat.whatsapp.com/EZEBNQ3NVzT2sRvQEylYub</a>	
Kennesaw Society of Black Computing Professionals (KSBCP): <a href="https://www.kennesaw.edu/ccse/resources/ksbcp.php">https://www.kennesaw.edu/ccse/resources/ksbcp.php</a>	

## 6. Best Practices in Communication

- Please contact the corresponding personnel listed above whenever you have issues. If you aren't sure who to contact for your situation, please contact Ms. Melinda Ross (AI, CS, DSA, IT, SWE) or Ms. Gina Gavin (CYBR) first.
- Please follow the appropriate communication chain when you have issues: Ms. Melinda Ross/Ms. Gina Gavin -> program coordinators-> department chairs/school director -> associate dean for student success -> dean. Please **Do NOT** break the chain and **Do NOT** send emails to multiple people at the same time. This will only slow down the process. For example, if a student contacts the department chair/school director without contacting the program coordinator, the email will be simply forwarded to graduate coordinators.
- Email is usually the best way to communicate. Only use your KSU student email. Allow 48 hours response time during weekdays. Feel free to follow up if you do not get a response after 48 hours. The response time during weekends or holidays may be longer.
- Read email responses carefully and follow the suggested steps. If the answer is "no," it will never change to "yes" if you keep sending additional emails.
- Do not ask your peers what to do. Every student's situation is different and/or the rules or requirements might have changed. For any questions related to your program, always contact your program coordinator first.

## 7. Grade Appeal Process

KSU grade appeal policies (including the communication timeline you must follow and what kind of information you need to provide):

<https://catalog.kennesaw.edu/content.php?catoid=67&navoid=5859>

A student may submit an appeal for the final grade awarded for a course. Interim grades or grades on specific assignments are not appealable. The appeal must be submitted within twenty (20) business days after the first day of classes of the next academic term (fall, spring, summer) after the academic term in which the final grade was posted in Banner/D2L. Example: your Spring semester grade is posted on May 1st and the Summer term starts June 1<sup>st</sup> = you must appeal between May 1 – June 20.

Please use the following process for grade appeals.

- 1) Discuss the grade with the course instructor.
- 2) Next, a student may appeal to the department chair/school director of the course taught. **You have 20 days** within which to email the chair/director of the course after the first day of the term following the semester in which you got the grade you want to appeal.
- 3) Next, a student may appeal to the Dean of CCSE.
- 4) Next, a student may appeal to the Provost of KSU. The decision will be final at this level.