Substantive Change Prospectus
For the
Master of Business Administration
And
Executive Master of Business Administration
In
Hanoi, Vietnam

Southeast Asia Region
Submitted by:
Susan Aldridge, Ph.D.
April 2003
1. ABSTRACT

1. Proposed Change: Establishing a new site in Vietnam, which will offer existing programs: Master of Business Administration and Executive Master of Business Administration.

2. Location: The location for the new site will be: Troy State University-International College of IT Management, 46 Nguyen Truong To, Ba Dinh District, Hanoi, Vietnam. The academic and administrative offices and primary teaching location will be at this site.


4. Projected number of Students in 2003: 20

5. Primary Target Audience: Graduate students from Vietnam who are seeking an Master's degrees in Business Administration from an American university. These students may desire to transfer from an accredited college in Vietnam by virtue of an approved transfer agreement. Students may also seek to complete their entire degree through Troy State University in Vietnam.

6. Projected Life of the Program: This program is designed to be a long-term, ongoing program in Vietnam.

7. Instructional Delivery Methods: The Business degrees will be delivered in a traditional in-class format on an academic calendar that consists of five 10-week terms. The schedule and programming are designed to provide maximum opportunity for students at the Troy State University site in Vietnam to transfer to the campus in Troy, Alabama.

2. BACKGROUND INFORMATION

The purpose of the substantive change is to add a new location in Vietnam and to provide existing programs at the new location. The programs support the purpose of the University includes being "dedicated to the preparation of students in a variety of fields in ... business ..." and providing a "strong liberal arts core ..." The purpose of the Business program relates specifically to the University's objectives of providing "programs that
enable students to read, write, compute, speak effectively, and think critically." The program also prepares "students to demonstrate competence in their chosen field(s) of study at appropriate degree levels." The purpose of the General Business program is consistent with that portion of the Troy State University's purpose statement, which follows:

"The University offers associate, bachelor's, master's, and education specialist degrees. It is dedicated to the preparation of students in a variety of fields in the arts and sciences, fine arts, business, communication, applied science, counseling, nursing, and allied health sciences, as well as to its historic role in the preparation of teachers." "To provide educational programs that enhance students' ability to read, write, compute, speak effectively, and think critically." "To prepare students to demonstrate competence in their chosen field(s) of study at appropriate degree levels and to encourage excellence in student learning." "To develop programs to address the needs of constituencies."

The proposed degree program is consistent with the degree program offered on the Troy, Alabama campus.

3. Assessment Of Need and Program Planning/Approval

Troy State University (TSU) was invited in 2001 to offer the above Business Programs in Vietnam. These programs are designed to meet the challenges of students in the 21st century international business environment. The Vietnam Government initiated policies to strengthen the quality education, create better human resources development for the country in general and for industry. Restrictions on student visas from Vietnam prevent many students, who desire an American degree from obtaining a degree in the US. TSU will conduct the courses in a traditional education environment.

4. Description of the Change

The curriculum for this program, which is also described in the Six Points of Institutional Effectiveness (SPIE), under the Appendix section of this prospectus, is a duplicate of the curriculum in the Troy State University Graduate Bulletin and in the SPIE. The admission and graduation requirements are the same requirements as dated in the Troy State University Graduate Bulletin.

Administrative Oversight: Supervision of the University's academic extension programs involves two distinct chains of command. The University College (TSU-UC) at the Troy campus is the organizational unit responsible for providing administrative support for all extension academic programs conducted by Troy State University outside the state of Alabama. The director of TSU-UC is a Vice President who reports directly to the Vice Chancellor. Control over curriculum design, evaluation of faculty, and other strictly academic matters, fall under the academic chain of command, including the Deans and Department Chairs. Within University College, the Academic Dean, is responsible for
accreditation issues within the College and interfaces with the academic chain of command on academic matters. TSU-UC now oversees four "administrative regions" and the Distance Learning Program where academic programs are offered. Vietnam will be one of sites in the TSU-UC international programs. The organization of TSU-Vietnam in follows a pattern common to all UC regions. The site is staffed by a site director who has direct administrative responsibility for TSU programs in Vietnam.

Academic supervision of these programs (including certification of adjunct faculty, full-time faculty, and HUT faculty) is provided most directly by the Program Coordinator, Sorrell College of Business. The Program Coordinator of the Sorrell College of Business, along with the Director of International Programs for University College, determine the capability of the site to maintain the required academic standards. Sufficient funds have been budgeted for the Dean of the Sorrell College of Business or his designee to visit the site at least once each year to monitor academic performance. Additionally, an academic audit will be conducted each academic year by a TSU representative in Vietnam to: (1) audit the student papers, projects and exams in the degree program, (2) observe in-class instruction, (3) meet with faculty members teaching in the degree program to assess their needs and address academic issues, (4) review course syllabi, (5) review end of course evaluations, and (6) to provide academic advisement to students.

DEGREE PROGRAMS

1. The Master of Business Administration-General Management Option is a professional program. The program is organized to provide advanced study to students who have already acquired a common body of knowledge in business administration. It is designed to offer the graduates of undergraduate programs in business, or other fields closely related to business administration, an opportunity to obtain a graduate-level program proficiency in management, business skills, and decision making which would enable them to carry out managerial responsibilities in both the private and public sectors.

A. Program Objectives:

The Master of Business Administration (MBA) program is designed to offer the graduates of undergraduate programs in accounting and business an opportunity to obtain a higher proficiency in business skills and decision making which will enable them to carry out managerial responsibilities in the private and public sectors. The objectives of the MBA program, whether applied to general management or within specialized fields of business such as accounting or information systems management, are to develop in students the ability to:

1. develop problem solving skills required in a dynamic and uncertain business environment;
2. synthesize and apply knowledge, theories and concepts from various business disciplines in their problem solving analysis;
3. identify and develop alternative problem solutions;
4. evaluate and choose from among the alternative identified; and
5. effectively communicate the results of their analyses.
B. Structure:

1. Students graduating with the MBA-General Management Option Degree will have completed six (6) core courses common for all MBA students. In addition, graduates from the MBA-General Management Option will complete four (4) courses in the areas of Human Resource Management, Operations Management, Organizational Behavior, and Business Research (Research component), and two (2) additional courses of interest to the individual student's academic, employment background and/or specific career objectives. The program will provide students the opportunity to gain an understanding of the subject matter that will enhance their career opportunities. The total credit hours required for completion of the degree is 36SH.

Degree requirements include:

a. completion of the required courses (36SH) with an overall grade point average of 3.0 on a 4.0 scale; and
b. successful completion of the research component (BUS 6610) with a grade of "B" or better.

Prerequisite Requirements

Candidates for admission to the MBA-General Management Option Program must hold an undergraduate degree in business administration or accounting, or have successfully completed the coursework or their equivalent in the following areas:

- Management (MGT 3371, or equivalent)
- Marketing (MKT 3361, or equivalent)
- Finance (FIN 3331, or equivalent, or documented completion of the GMAC/M-Hill Pre-MBA Series Tutorial)
- Accounting (ACT 2292, or 3395 or equivalent or documented completion of the GMAC/M-Hill Pre-MBA Series Tutorial)
- Legal Environment (LAW 3321, or equivalent)
- Economics (ECO 2251, or 2252 or equivalent)
- Information Systems (IS 2241, or equivalent, or documented completion of a MS Office workshop /tutorial-minimally, Word & Excel)
- Quantitative Methods (QM 2241, or documented completion of the GMAC/M-Hill Pre MBA Series Tutorial)
- Global Issues (International business related course, or equivalent, or completion of MKT 3361 and MGT 3371 in the SCOB)
These prerequisite requirements to enter the MBA-General Management Option Program ensure that students have acquired a common body of knowledge in business administration.

Admission Requirements For The Master Of Business Administration

Unconditional Admission:

1. Applicants who have completed a master's or higher degree from a regionally accredited university will be admitted unconditionally. No test scores are required. An official transcript showing completion of a master's or higher degree is required.
2. (a) Bachelor's degree from a regionally accredited college or university. Students with a baccalaureate degree from an unaccredited or otherwise accredited institution should see Unaccredited or Otherwise Accredited Student Admission; and
   (b) graduate admission exam (GMAT) score on file; and
   (c) at least 2.5 GPA on all undergraduate work or at least 3.0 GPA on the last 30 semester hours and score at least 450 on GMAT.

All transcripts from all universities must be submitted for admission to the program.

Conditional Admission:

Students not satisfying the test score and GPA requirements for unconditional admission may be conditionally admitted to the program. After the student completes the first four graduate (6000 level) courses with a "B" or better average, the student will be granted unconditional admission. Students not satisfying conditional admission requirements will be dropped from the program for one calendar year at which time the student must petition for readmission.

Curriculum

All courses offer three semester hours credit except BUS 6625, 6626, 6627.

Transfer Credit

A maximum of four courses (12 semester hours) taken at another regionally accredited institution, each with a "B" grade or better, can be applied toward the degree. These courses must be comparable in catalog description to TSU courses in a MBA program and must be approved by the appropriate main campus dean/department chair.
Requirements For Admission To Candidacy

1. To be admitted to candidacy, students must have a 3.0 GPA on all work attempted.
2. Unconditionally admitted graduate students may apply for admission to candidacy after completing 6 semester graduate hours and requirements as outlined for the specific degree program. A student will be admitted to candidacy the term following completion of 12 semester hours.

Degree Requirements

1. Students graduating with an MBA-General Management Option Degree have completed the following 18 SH of core courses common to all MBA students.

   MBA Core Courses (18 semester hours):

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT 6691</td>
<td>Managerial Accounting</td>
</tr>
<tr>
<td>BUS 6611</td>
<td>Business Strategy</td>
</tr>
<tr>
<td>ECO 6651</td>
<td>Managerial Economics</td>
</tr>
<tr>
<td>FIN 6631</td>
<td>Managerial Finance</td>
</tr>
<tr>
<td>IS 6679</td>
<td>Management Information Systems</td>
</tr>
<tr>
<td>MKT 6661</td>
<td>Marketing Management</td>
</tr>
</tbody>
</table>

2. In addition to the core, students graduating with the MBA-General Management Option Degree have completed 18 SH consisting of the following courses:

   General Management Option (12 semester hours)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRM 6603</td>
<td>Human Resource Management</td>
</tr>
<tr>
<td>MAN 6673</td>
<td>Operations Management</td>
</tr>
<tr>
<td>MGT 6671</td>
<td>Organizational Behavior</td>
</tr>
<tr>
<td>BUS 6601</td>
<td>Business Research (Research Component)</td>
</tr>
<tr>
<td></td>
<td>(Two approved electives)</td>
</tr>
</tbody>
</table>

3. Students will also select two 3 SH elective courses from the following list approved MBA-General Management Option electives:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS 6601</td>
<td>Business and Professional Communication</td>
</tr>
<tr>
<td>BUS 6613</td>
<td>Seminar in Business</td>
</tr>
<tr>
<td>BUS 6625-6-7</td>
<td>Independent Study</td>
</tr>
<tr>
<td>ECO 6652</td>
<td>Macroeconomics and Forecasting</td>
</tr>
<tr>
<td>HRM 6601</td>
<td>Legal Environment of Personnel Decision</td>
</tr>
<tr>
<td>HRM 6604</td>
<td>Labor Law</td>
</tr>
<tr>
<td>HRM 6619</td>
<td>Seminar in Human Resource Administration</td>
</tr>
<tr>
<td>HRM 6622</td>
<td>Human Resources Staffing</td>
</tr>
<tr>
<td>HRM 6623</td>
<td>Training and Human Resources Development</td>
</tr>
</tbody>
</table>
Outcomes

1. A graduate level proficiency in business and management skills is gained by the student completing ACT 6691, BUS 6610, BUS 6611, ECO 6651, FIN 6631, HRM 6603, MAN 6673, IS 6679, MGT 6671, and MKT 6661.

2. The student completing BUS 6610, FIN 6631, ECO 6651, MAN 6673 and ACT 6691 gains a proficiency in decision-making techniques.

3. Knowledge of the concepts, processes, and institutions in marketing, distribution, production, and finance functions of business enterprise is gained by the student completing MKT 6661, ECO 6651, ACT 6691, MAN 6673 and FIN 6631.

4. The student completing BUS 6611 and ECO 6651 gains an understanding of the economic and legal environment of business enterprise along with consideration of the social and political influence of business.

5. The student completing ACT 6691, BUS 6610, ECO 6651, FIN 6631 and IS 6679 gains an understanding of the concepts and methods of accounting, quantitative techniques, and information systems. The application of information systems will supplement these courses where appropriate.

6. The student completing HRM 6603, MGT 6671, and BUS 6611 gains knowledge of organization design, organizational behavior, organizational development, interpersonal relationships, control and motivation systems, and communication.

7. The student completing BUS 6611 gains an understanding of administration processes under conditions of uncertainty including interpretive analysis and policy determination at the overall management level.

8. Each subject area can be supplemented with BUS 6613, or BUS 6625-6-7 if the student would like to research a particular topic of interest. The student also has a wide choice of elective courses from the MS in Management and/or the MS in Human Resource Management degree. This allows the student to tailor the program to his/her academic, employment background and/or specific course objective.

Thus, this program will provide students the opportunity to gain an understanding of the subject matter of business that will enhance their career opportunities.
MASTER OF BUSINESS ADMINISTRATION COURSE DESCRIPTION

ACT 6691 Managerial Accounting (3)
Study of (1) sources and classifications of accounting data; (2) classification and behavior of revenues and costs; (3) use of accounting data for profit planning and cost control; and (4) use of accounting data for special analysis.

ACT 6692 Advanced Accounting Problems (3)
An in-depth study of advanced accounting problems encountered in practice in the accounting profession.

ACT 6694 Income Tax Research (3)
Individual study of specific taxation topics and written and oral communication of the results of the study.

ACT 6695 Accounting Research & Communication (3)
Individual Study of specific accounting topics and written and oral communication of the results of the study.

ACT 6698 Advanced Auditing (3)
An in-depth study of auditing theory, practices, and problems encountered in the practice of public accountancy.

ACT 6699 Advanced Accounting Theory (3)
An in-depth analysis of the theoretical framework underlying financial accounting and reporting.

BUS 6610 Business Research (3)
Applied research of business problems to develop managerial skills in the preparation and/or evaluation of research materials.

BUS 6611 Business Strategy (3)
The development of policies, decisions and strategies from a top management point of view. (prerequisite: Must have completed 18 SH, to include ECON 6651, FIN 6631, ACCT 6691, and MKT 6661, with C or higher grades).

BUS 6613 Seminar in Business (3)
Study and analysis of current topics on the frontier of business. A combination of core material, readings, and research reports on annual aspects of business.
BUS 6625,6626,6627  Specialized Study in the Area of Business Administration (1-3)

Study of problem or problems using research techniques. Selection of the problem must be approved by the student’s advisor, the instructor under whom the study is to be made, and the appropriate dean or branch director. The study should contribute to the student’s program. Preparation of a scholarly paper is required and may involve an oral defense. Total credit for any combination of enrollments in these courses may not exceed 6 semester hours. A Specialized Study may be substituted for a required course only once in a student’s program.

ECO 6651  Managerial Economics (3)

A study of decision-making process of business firms in the resource allocation process. Both the functioning of markets and the decisions of firms in a variety of market structures are considered. Various theories of the firm are used to study the optimal decision-making rules for business firms under conditions of uncertainty.

ECO 6652  Macroeconomics and Forecasting (3)

An analysis and application of macroeconomics theory and economic forecasting techniques available to the business manager. Such techniques as moving averages, single and multiple regression analysis, time series and cross-sectional analysis will be examined.

FIN 6631  Managerial Finance (3)

Financial problems and analysis of a business entity in today’s changing environment.

IS 6672  Information Systems and Business Strategy (3)

Considers the role of operation and information systems in defining competitive business strategies. Structural decisions (product design, marketing and finance) as well as issues that cross corporate boundaries (strategies for distribution supply management and global operations). Examines emerging issues such as global manufacturing, E-Commerce, and sourcing strategies, manufacturing automation and environmental issues.

IS 6674  Information Systems Management (3)

Theoretical and practical applications for managing computerized information systems; planning and control functions of the firm; emphasis on case studies of design projects. The application of human and organizational issues of Management Information Systems (MIS); current academic research into the analysis, design, and implementation of computer information commerce.
IS 6676 E-Commerce For Global Business (3)
Introduce state-of-the-art concepts and applications that are emerging in the field of electronics.

IS 6679 Management Information Systems (3)
Conceptual and practical foundations of information systems support of management and decision-making functions, computer system project management, economic and legal considerations of management information systems, and system implementation/evaluation.

LAW 6600 Business law for Accountants (3)
A study of the applications of business law to the practice of accountancy.

MGT 6671 Organizational Behavior (3)
The evolution of theories of human behavior in organizations with emphasis on modern concepts of organization and behavior of individuals, groups and the organization in the global business environment.

MKT 6661 Marketing Management (3)
A blending of the subjects of product planning, personal selling, advertising, channels of distribution, physical distribution and inventory control.

QM 6640 Quantitative Analysis for Managers (3)
Fundamental concepts of descriptive, probability and predictive statistics to include analysis of variance and regression.

MAN 6673 Operations Management (3)
Description and analysis of the conditions under which production of goods and services take place. Delineation of the roles played by management and labor in effecting production. Quantitative techniques used in production.
2. Executive Master of Business Administration Degree—36 semester hours.

A. Purpose of the Program:

The purpose of the Executive Master of Business Administration is to provide a master's level program offering to graduates of baccalaureate programs who meet a stipulated professional experience prerequisite an opportunity to enable them to be successful in management positions in both the private and public sectors. The program is organized to support specific and general needs of professionally diverse groups of students. It provides advanced study in business administration to students who have acquired a common body of knowledge through education and professionally diverse groups of students. It provides advanced study in business administration to students who have acquired a common body of knowledge through education and professional experience. Minor modifications in curriculum allow the EMBA program to meet specific corporate or other organizational needs in contractual programs.

EMBA graduates should have a general understanding and be able to integrate and apply to organizational issues:

- methods and concepts of financial reporting, analysis and markets
- the context of domestic and global economic environments of organizations
- concepts and practices related to the creation and distribution of goods and services
- concepts, processes, and institutions in marketing and distribution, operations management, and the financial functions of business enterprises
- consideration of the social, ethical, and political influences of business;
- concepts and methods of accounting, quantitative methods, and information systems
- how organizations can increase their effectiveness through structure, facilitating interpersonal relationships, control and motivational systems, and communications
- administrative processes under conditions of uncertainty including integrating analysis and policy determination at the overall management level

B. Portions of TSU's Purpose Statement that are Applicable:

"The University offers associate, bachelor's, master's and educational specialist degrees. It is dedicated to the preparation of students in a variety of fields in the arts and sciences, fine arts, business, communication, applied sciences, nursing, and allied health sciences, as well as its historic role in the preparation of teachers..."

"A major commitment exists to provide educational services for the larger community, especially adult education and graduate education for mature students. The University also provides selected educational programs to the United States military services throughout the country and abroad."
"To prepare students to demonstrate competence in their chosen field(s) of study at appropriate degree levels and to encourage excellence in student learning."

"To develop programs to meet the needs of constituencies."

"To provide graduate and continuing educational programs for both professional advancement and personal enrichment."

2. How the Purpose of the Program is Achieved Through Its Structure and Contents:
Objectives of the Program

A. Structure and Content:

The Executive Master of Business Administration (EMBA) Degree Program
The EMBA degree offers several 36-semester hour concentration options:

General Management
Healthcare Management*
Information Systems*

*Note: Only the General Management concentration will be initiated at program start-up. If the market demands the additional concentrations, they will be added in 2004 or 2005.

Required Prerequisite Course:
MAN 5501 Survey of Business Concepts

Required Core Courses:
ACT 6691 Managerial Accounting
FIN 6631 Managerial Finance
MGT 6671 Organizational Behavior
MKT 6661 Strategic Marketing Management
MAN 6674 Ethics in Business
BUS 6611 Business Strategy

Required in all concentrations other than Accounting:
QM 6640 Quantitative Analysis for Managers
ECO 6651 Managerial Economics
IS 6679 Management Information Systems

Professional Concentrations:

General Management Concentration:
MAN 6673 Operations Management
BUS 6625 Specialized Study in Business (with a management focus)
HRM 6645 International Human Resources Management
Healthcare Management Concentration:
HSA 6680 Health Services and Policy
HRM 6645 International Human Resources Management
BUS 6625 Specialized Study in Business (with a management focus)

Information Systems Concentration:
IS 6674 Information Systems Management
IS 6672 Information Systems and Business Strategy
IS 6676 E-Commerce For Global Business

No cross listings for this program. All transfer credits must go through normal academic approval procedures.

B. Objectives of the Program

The Objectives of the EMBA program are to further prepare students to:

- develop problem solving in a dynamic, and uncertain business environment
- synthesize and apply knowledge, theories and concepts from various business disciplines in their problem solving analysis
- identify and develop alternative problem solutions
- evaluate and choose from among the alternatives identified and
- effectively communicate the results of their analyses

EXECUTIVE MASTER OF BUSINESS ADMINISTRATION COURSE DESCRIPTION

MAN 5501 Survey of Business Concepts (3)
An overview course of the business management field including the functional areas of accounting, economics marketing, finance, human relations and human resources management. Must be completed as a prerequisite by all students as a condition of entrance in the EMBA program.
Pass/Fail only.

ACT 6691 Managerial Accounting (3)
Study of (1) sources and classifications of accounting data; (2) classification and behavior of revenues and costs; (3) use of accounting data for profit planning and cost control; and (4) use of accounting data for special analysis.

BUS 6611 Business Strategy (3)
The development of policies, decisions and strategies from a top management point of view. (prerequisite: Must have completed 18 SH, to include ECON 6651, FIN 6631, ACCT 6691, and MKT 6661, with C or higher grades).
BUS 6625  Specialized Study in the Area of Business Administration (3)
Study of problem or problems using research techniques. Selection of the problem
must be approved by the student's advisor, the instructor under whom the study is to
be made, and the appropriate dean or branch director. The study should contribute to
the student's program. Preparation of a scholarly paper is required and may involve
an oral defense. Total credit for any combination of enrollments in these courses may
not exceed 6 semester hours. A Specialized Study may be substituted for a required
course only once in a student's program.

ECO 6651  Managerial Economics (3)
A study of decision-making process of business firms in the resource allocation
process. Both the functioning of markets and the decisions of firms in a variety of
market structures are considered. Various theories of the firm are used to study the
optimal decision-making rules for business firms under conditions of uncertainty.

FIN 6631  Managerial Finance (3)
Financial problems and analysis of a business entity in today's changing environment.

IS 6679  Management Information Systems (3)
Conceptual and practical foundations of information systems support of management
and decision-making functions, computer system project management, economic and
legal considerations of management information systems, and system
implementation/evaluation.

MGT 6671  Organizational Behavior (3)
The evolution of theories of human behavior in organizations with emphasis on
modern concepts of organization and behavior of individuals, groups and the
organization in the global business environment.

MKT 6661  Marketing Management (3)
A blending of the subjects of product planning, personal selling, advertising, channels
of distribution, physical distribution and inventory control.

QM 6640  Quantitative Analysis for Managers (3)
Fundamental concepts of descriptive, probability and predictive statistics to include
analysis of variance and regression.
IS 6672 Information Systems and Business Strategy (3)
Considers the role of operation and information systems in defining competitive business strategies. Structural decisions (product design, marketing and finance) as well as issues that cross corporate boundaries (strategies for distribution supply management and global operations). Examines emerging issues such as global manufacturing, E-Commerce, and sourcing strategies, manufacturing automation and environmental issues.

IS 6674 Information Systems Management (3)
Theoretical and practical applications for managing computerized information systems; planning and control functions of the firm; emphasis on case studies of design projects. The application of human and organizational issues of Management Information Systems (MIS); current academic research into the analysis, design, and implementation of computer information commerce.

IS 6676 E-Commerce For Global Business (3)
Introduce state-of-the-art concepts and applications that are emerging in the field of electronics.

MAN 6674 Ethics in Business (3)
Examination of ethical problems and conflicts encountered by managers attempting to fit their organizations to the larger social environment. Addresses ethics, codes of ethics, social responsibility of organizations in domestic and global environments.

MAN 6673 Operations Management (3)
Description and analysis of the conditions under which production of goods and services take place. Delineation of the roles played by management and labor in effecting production. Quantitative techniques used in production.

HSA 6680 Health Services and Policy (3)
The unique characteristics of the health care delivery process in the United States; acquaints students with the context of health services administration and examines key factors and forces impacting the total health system performance.

HRM 6645 International Human Resources Management (3)
An overview of recruitment, selection, training, retention, compensation, and termination of employees. It provides an overview of the human resources function and its relationship to the strategic and operational roles of general managers.
5. Faculty

The business programs in Vietnam will be supported by the following mix of faculty:

- One full-time faculty member for Asia will be hired during the first year if two cohorts are conducted; and one additional full-time faculty member for Asia will be added in the second year if two cohorts are completed each year;
- Participation by visiting faculty from TSU campuses and other TSU Regions; and
- Participation by adjunct faculty with the appropriate credentials, certified by TSU.

The full-time faculty may support this site as well as other TSU-UC sites. All faculty teaching at the locations will counsel and advise students. A preliminary list of faculty available to support the program can be found in the Appendices on page 78. Advertising for additional University College full-time faculty will continue throughout the academic year to increase the pool of eligible faculty. The faculty teaching in the program must meet the same criteria for employment as faculty teaching at the graduate level at the Troy campus, i.e., they must have a terminal degree in the teaching field or a related field from a regionally accredited institution, and sufficient graduate credit hours in the field. Student counseling time may be scheduled with the Site Coordinator, the Regional Director and with faculty members via e-mail, prior to or after class time.

All faculty, whether full-time or adjunct, are evaluated on the basis of course critiques which students complete for every course. A copy of the course evaluation is attached under the Appendices on page 69. For full-time faculty, the results of these critiques are incorporated into a comprehensive annual evaluation that includes not only teaching but also professional development as well as public service (prescribed by *TSU Faculty Handbook*).

Adjunct faculty teaching at distance sites are oriented to the course format, syllabus requirements, available resources, and other information through an adjunct faculty handbook and pre-teaching communication with the Director of International Programs for University College or Site Coordinator. Because of their more extensive involvement in the program, faculty on full-time contracts are given the *Faculty Handbook*, *strategic plans*, *the University College Policy Manual*, and they participate in meetings or conference calls to discuss student and academic policy issues.

The TSU courses will be conducted by TSU full time or TSU certified adjunct faculty. The University delivers the program in the traditional manner, providing faculty to offer the curriculum on site in a classroom setting. Troy State programs run on a traditional in-class format on an academic calendar that consists of five 10-week terms. Forty-five contact hours are scheduled for each course. Courses are held either on a weeknight (one night per week and a Saturday) or on an intensive 8 day basis, with an examination held two weeks later.

The schedule proposed for each course follows:
Two Weeks Preparation Time

Sunday 9:00am-7:00pm
Monday 7:00pm-10:30pm
Tuesday 7:00pm-10:30pm
Wednesday Day Off
Thursday 7:00pm-10:30pm
Friday 7:00pm-10:30pm
Saturday 12-7:00pm
Sunday 9:00am-7:00pm
Monday 7:00pm-10:30pm

Two Weeks Exam Preparation Time

Proctored Examination 4 hours

In scheduling courses, at least 2 weeks intervene between the final examination in one class and the beginning of the next class. Students take one course at a time. Scheduling format for courses is based upon student needs combined with the course delivery methods determined appropriate for the subject matter.

At the conclusion of each course, each faculty member receives a “faculty survey” which must be completed and returned directly to the Director of International Programs for University College. These faculty surveys were developed to ensure that each faculty member received the administrative support necessary to teach the course. Additionally, the survey assesses the faculty opinion about the academic utility of the schedule format.

6. Library and Learning Resources

Library Support: In order to support the proposed programs, TSU provides library resources to all students through online access to the TSU libraries, through library agreements with ICIM, through purchased books for the libraries. Library support from Troy State University is available to all Troy State University students. TSU Vietnam students can locate the library databases through the library main page on the World Wide Web (http://tsulib.trovst.edu) and log on with their student identification number. This number is authorized to the library server by Datatel, the Troy State University System database, and is assigned when a student is registered into a course. Students receive printed information about the library support systems at Troy State University. They will also receive an orientation briefing on the TSU library resources. The TSU Library and Information Resources SIRSI Webcat is described in the Appendices on page 98.
Online information available to students is extensive. Databases to which TSU subscribes or creates student access include: Infotrac Web or Gale Databases: Health Reference Center, Expanded Academic ASAP, General Business File ASAP, Associations Unlimited, Computer Database, General Reference Center Gold, Informe, Business Company Resource Center, Legaltrac, One File, Literature Resource Center (including MLA International Bibliography, Scribner Writer's Series, and Twayne Author's Series), and Biography and Genealogy Master Index; Encyclopedia Britannica: Encyclopedia Britannica, Merriam-Webster's Collegiate Dictionary; LexisNexis: Academic Universe, Statistical Universe, Current Issues; ProQuest Direct: CINAHL (Current Index to Nursing and Allied Health Literature), ABI Inform Global, CJPI (Criminal Justice Periodical Index), ProQuest Nursing Journals, ProQuest Psychology Journals, ProQuest Newspapers, Research Library Complete; EbscoHost: Academic Search Premier, Business Source Premier, ERIC (connects to EDRS for some fulltext), MasterFile Premier, Newspaper Source, Professional Development Collection (education), Mas Ultra – Schol Edition, Vocational Search, Health Source – Consumer Edition, Health Source – Nursing/Academic Edition, Clinical Pharmacology (dictionary), Alternate Health Watch, Funk and Wagnalls New World, Encyclopedia, Searchasaurus (elementary level), Psychinfo 1887-, Psychology & Behavioral Sciences, PsychArticles, Sport Discus, Regional Business News, World History Fulltext, Military and Government Collection; NetLibrary (more than 20,000 full text electronic book titles); SIRS: SIRS Knowledge Source, SIRS Discoverer, SIRS Renaissance Humanities; LitFinder: Essay Finder, Poem Finder, Story Finder; Facts on File – African Amer. History and Culture; Columbia Granger's World of Poetry; College Source On-Line; North American Women Letters and Diaries; Bio-One; MathSciNet; Wiley Interscience; Emeral American Chemical Society Web; AccessScience; GPO Access; Thomas; ABC-Clio: American: History and Life, Historical Abstracts; AskEric; PubMed; Grateful Med; Bowker Publishing – Books in Print with Reviews. Faculty play a large role in determining the journals to which the library subscribes and the books purchased.

TSU has purchased a selected list of books from the Harvard Core Collection, and general business reference books, to place on reserve at the library in Vietnam for students to borrow and use for reference. A copy of the list of selected classics and current business books that have been ordered and shipped to Hanoi are attached under the Appendices on page 98.

The budget contains sufficient funds for an annual assessment of the library agreements and library resources available to TSU students in Vietnam. The TSU Dean of Library Science or his designee will visit the TSU site in Vietnam annually, review the collection, meet with faculty and students, and conduct briefings on library databases and research.

**Computer Support:** Students entering the business degree program at Troy State University in Vietnam will have access to computer labs at ICIM. The computer agreements and facilities are described in the Appendices on page 115. Most students will have their own e-mail address; however, upon receipt of application, TSU will ask each student for their e-mail address. Any student who does not have an e-mail address will be provided with one if needed.
7. Physical Resources

The permanent location of the TSU – Vietnam campus is located in a fast developing prime area and easily accessible to business students. The classroom contains a VCR, LCD projector or overhead projector. Private office space for faculty counseling is available. Furnished faculty offices, computers and printers are available for full-time faculty and for adjunct or visiting faculty.

The site coordinator is required to have at least a Master's Degree and experience with academic administration (See appendix for position description). The TSU-Vietnam site is administratively supported by the Director of the Southeast Asia Region and the Director of International programs for University College to monitor and facilitate admission, advisement and academic procedures. Duplicate student files are maintained at each location and the Director of International Programs for University College office provides daily counseling and support via e-mail and telephone.

The TSU-Vietnam site provides all necessary services to support students in the pursuit of their degrees. These include but are not necessarily limited to:
- initial academic advisement covering all admission and degree requirements,
- providing information about student payments and application procedures,
- advisement as needed by site director and faculty,
- providing program brochures, term schedules, and annual projected schedules to enable students to plan their curriculum of study,
- ensuring availability of textbooks and syllabi at the time of registration,
- arranging independent studies or distance learning courses for students going on required business leave,
- facilitating student requests for transcripts (bachelor's plus or degree completion),
- providing students with a grade report identifying grade(s), GPA, hours earned;
- communicating with students by e-mail to keep them informed of deadlines, University policies, and other matters; and
- providing critiques of student resumes, information about career transition services and information about job placement.

8. Financial Support

TSU will be the residential provider in Vietnam. TSU anticipates that the site will generate 20 students for the proposed degree program in the first year and 40 students in the second year. The budget detail for revenue and expenditures is found in the attached Appendices on page 124.

9. Evaluation and Assessment

Troy State University has an institutional effectiveness system that has created organizational routines and performance measures instrumental to the pursuit of academic excellence and administrative effectiveness. Under this system, feedback about the performance of academic programs and administrative units is obtained on an annual basis. This feedback is used in both the University's planning and budgeting
functions. These activities—performance measurement, planning, budgeting, and the implementation that follows—are conducted according to a well-defined calendar.

The fundamental components of this system are the "Six Points of Institutional Effectiveness" (SPIE) and the Annual Assessment Reports. The SPIE is a document that identifies for each academic program or administrative unit:
a) its purpose, including how this purpose fits within the broader goals of the University;
b) how the program structure (for academic departments) or the administrative activities (for administrative units) contribute to their stated purpose;
c) the minimum expected results for the program or administrative unit;
d) the assessment instruments used to measure the performance of programs or units;
e) the procedure for administering the assessment instruments; and
f) the positions responsible for reviewing the results and proposing strategies for improvement.

Every year, all components of the University, including every site within University College, use their SPIEs to assess their programs and operations. The Annual Assessment Reports are the resulting assessments. These are completed in the fall, and are followed by planning in the spring. At a minimum, the self-studies must look at three program quality measures:
1. performance on the comprehensive examination,
2. responses to select items on the student exit survey, and
3. responses to items on the University College alumni survey (conducted 1 and 5 years out).

- Other measures may be added to these prescribed measures.

The SPIE can be found in the attached Appendices on page 55. A detailed discussion of the format of both the SPIE and the Annual Assessment Report (self-study) can be found in the TSU Manual for Annual Planning. Examples of the other evaluation instruments mentioned are also contained in the attached appendices on page 95. Summaries of course evaluations, graduating student questionnaires and faculty surveys will be available for review at the site.

It is understood that special programmatic or administrative arrangements can affect the quality of academic programs. For this reason, it must be emphasized that there are no differences in the admission or graduation requirements for students participating in the Vietnam program as compared to students enrolled in the degree at other Troy State University sites. There are no special arrangements for the entering of grades, the production of transcripts, or the evaluation of transfer credit, all of which are done at the main campus. This transfer policy is described in the Troy State University Graduate Bulletin.
# LIST OF APPENDICIES

<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Troy State University Mission Statement</td>
<td>22</td>
</tr>
<tr>
<td>Agreements</td>
<td>23</td>
</tr>
<tr>
<td>Six Points of Institutional Effectiveness</td>
<td>25</td>
</tr>
<tr>
<td>Student Course Critique</td>
<td>55</td>
</tr>
<tr>
<td>Graduating Student Questionnaire</td>
<td>69</td>
</tr>
<tr>
<td>Faculty Roster</td>
<td>71</td>
</tr>
<tr>
<td>Faculty Evaluation System</td>
<td>78</td>
</tr>
<tr>
<td>Faculty Survey</td>
<td>81</td>
</tr>
<tr>
<td>Tsu Library Resources</td>
<td>95</td>
</tr>
<tr>
<td>Computer Agreement</td>
<td>98</td>
</tr>
<tr>
<td>Position Description for Site Coordinator</td>
<td>115</td>
</tr>
<tr>
<td>Organizational Charts</td>
<td>118</td>
</tr>
<tr>
<td>Annual Site Budget</td>
<td>121</td>
</tr>
<tr>
<td></td>
<td>124</td>
</tr>
</tbody>
</table>
TROY STATE UNIVERSITY MISSION STATEMENT
THE UNIVERSITY MISSION STATEMENT

Troy State University, a publicly assisted coeducational institution of higher education, operates under the direction of a board of trustees composed of the governor, the state superintendent of education, and ten members appointed by the governor with the advice and consent of the Alabama Senate. Administrators, faculty, staff, and students are committed to excellence in education through a shared system of governance.

The university offers associate, bachelor's, master's, and education specialist degrees. It is dedicated to the preparation of students in a variety of fields in the arts and sciences, fine arts, business, communication, applied science, nursing, and allied health sciences, as well as to its historic role in the preparation of teachers and its outreach partnership with public education. A strong liberal arts core is integral to all undergraduate programs.

Global in perspective, the university is committed to providing undergraduate and graduate education in regional, national, and international communities for both traditional and nontraditional students. Educational programs are delivered by traditional as well as technological means.

Students are encouraged to realize their unique potential and become productive members of society; to this end, the university provides an appropriate academic, cultural, and social environment. Moreover, the university is responsive to the needs of its diverse student population and the larger community through administrative services, utilization of staff and facilities, teaching, scholarship, creative activities, research and public service.

INSTITUTIONAL OBJECTIVES

1. To provide educational programs that enhance students' ability to read, write, compute, speak effectively, and think critically.

2. To prepare students to demonstrate competency in their chosen field(s) of study at appropriate degree levels and to encourage excellence in student learning.

3. To develop programs to address the needs of constituencies.

4. To provide undergraduate, graduate, and continuing educational programs for both professional advancement and personal enrichment.

5. To encourage and reward excellence in teaching.

6. To encourage and provide essential resources for creative activities and research.

7. To provide a variety of public services to enhance the well-being of the University and its community.

8. To provide leadership and planning for future development.

9. To provide equitable opportunities for all students, staff, faculty, including women, minorities, and individuals with disabilities.
AGREEMENTS
MEMORANDUM OF AGREEMENT
BETWEEN
INTERNATIONAL COLLEGE OF IT AND MANAGEMENT
AND
TROY STATE UNIVERSITY
Master’s Degree Programs

HANOI, VIETNAM

August 2nd, 2001

This agreement is made and entered into the 2nd day of August, 2001 by and between Troy State University (henceforth TSU), Adams Administration Building, Troy, Alabama 36082, a public university in the State of Alabama, and International College of IT and Management (henceforth ICIM), 6th Fl. Vinaconex Building, H2 Lang Ha Str., Dong Da Dist., Hanoi, Vietnam, a private college/university in Vietnam.

In consideration of the mutual covenants and agreements herein contained, the sufficiency of which is hereby acknowledged, the parties do hereby agree as follows:

ICIM and TSU agree to establish Master of Business (MBA) and/or Executive Master of Business (EMBA) Degree Programs to be offered at International College of IT And Management.

SPECIAL NOTES:

1) The MBA EMBA Degree awarded will be a Troy State University Degree(s). Degrees and the certificates awarded will be identical in every aspect with the degrees normally awarded by TSU to students who satisfactorily complete the similar courses at the TSU campus.

2) ICIM will teach the TSU courses following TSU syllabi. Faculty must be approved mutually by TSU and ICIM and will have to meet TSU and Southern Association of Colleges and Schools (hereinafter referred to as “SACS”) accreditation standards.

3) ICIM will appoint a TSU MBA/EMBA Degree Site Coordinator to work directly with the TSU - South-East Asia Representative(s) and TSU faculty.

4) TSU and or TSU – South-East Asia Representative(s) guarantee to notify ICIM, in writing, by the end of a three-week period from the date of the submission of a completed student’s application, whether the student’s application has been accepted or rejected.

5) TSU reserves the right to select or change its’ representative(s), faculty and or other personnel by notifying ICIM in writing.

6) ICIM recognizes that Educational Services International (ESI) is the South-East Asia Representative(s) as well as the local representative(s) for Troy State University and that ESI, as TSU’s South-East Asia representative(s), will monitor program activities and be responsible for negotiations, correspondence, and other activities between ICIM and TSU. All correspondence and issues relating to any and all TSU-ICIM Agreements and or Proposed Agreements shall be copied to the TSU – South-East Asia Representative(s) and ICIM. Educational Services
International reports directly to the Director of the Western Region or the Vice President of University College Designee. The costs for the South-East Asia Representative(s) shall be solely borne by TSU, except as noted under budget factors in this Agreement.

7) The TSU - South-East Asia Representative(s) will be available for services on a mutually agreed basis and will be available by contact within South-East Asia an estimated six or more months per year. Three (3) months of this time per-year the TSU - South-East Asia Representative(s) will be available, in South-East Asia, to assist with recruitment and other activities for Master Degree programs. ICIM will supply office space for TSU faculty, with provision for the TSU - South-East Asia Representative(s) to avail such space upon written request and notice, while representing TSU interests.

8) ICIM guarantees they will provide faculty to teach four MBA and/or six EMBA courses including the supervision of research. These faculty members will be appointed as adjunct faculty by TSU and must meet TSU and SACS accreditation standards. In the event that ICIM is unable to provide the faculty that meet TSU accreditation standards TSU will provide within four (4) weeks of such faculty and ICIM guarantees that they will pay for all additional costs accrued, reasonable living and salary incurred by TSU if Troy State University is required to supply these faculty provided that the same shall have been mutually agreed to by TSU and ICIM.

9) TSU will teach six MBA and/or seven EMBA courses with experienced faculty members from Troy State University. TSU will be responsible for their salaries, travel, and living expenses.

10) ICIM adjunct faculty must have Doctorate Degrees and a minimum of eighteen (18) graduate credit hours in the subject area they are to teach. The doctorate degree does not necessarily have to be in business. If TSU rejects a recommended ICIM faculty with these qualifications. TSU will show reasonable written cause for the rejection.

11) ICIM will be fully responsible for salaries, benefits, expenses etc. for the faculty members they provide to teach and supervise the four courses.

12) ICIM will be responsible for all facilities, equipment, promotion, administration, and all other costs deemed necessary by ICIM for the running of the MBA/EMBA program(s).

13) Undergraduate deficiencies will be taught and fully administered by ICIM faculty.

14) ICIM will provide to TSU upon a written request from TSU a realistic projection of student enrollment and marketing plans for each program and site before implementation and finalization of an agreement.

15) Each and every degree program must enroll a reasonable number of students (to be decided by mutual agreement).

16) TSU will accept the institutional TOEFL if the testing is done by ICIM. Graduate admission will require a TOEFL score of 525.

17) The TSU - South East Asia Representative(s) will monitor the general academic aspects of the TSU program. ICIM recognizes that the Director. TSU - Western Region or the Vice-President. University College or Designee is responsible to ensure academic and administrative compliance and retaining budget authority for TSU.

18) Any advertisement/promotional materials that carry Troy State University’s name, seal, and or logo has to be approved by TSU prior to publication and or release to the public within five (5) working days after submission of said materials to TSU. ICIM, upon approval, will be able to produce joint promotional products that jointly use TSU and ICIM name, seal, and or logo.
19) ICIM will provide TSU with duplicate copies of any and all documents correspondence to Government and other Authorities where TSU's name is used in that document correspondence. Where the documents correspondence are not in English ICIM will make the necessary arrangements to have the copies translated into English and provide TSU with copies of the English translations.

20) ICIM and TSU agree to establish a mutually exclusive arrangement whereby ICIM agrees to give first right of refusal to TSU for any American Master and/or Executive Master Degree Program(s) in Business Administration in Vietnam. TSU agrees to give first right of refusal to ICIM before establishing any American MBA/EMBA Degree program(s) with other private Colleges and Universities in Vietnam.

21) Troy State University will set all Master Degree entrance requirements and conditions. ICIM may request exemptions and or special considerations as and when ICIM deems necessary. A list will be developed and included as an appendix to this agreement of any exemptions and special circumstances that are agreed to. TSU retains the final decision on all academic standards and policies for TSU students.

22) ICIM and TSU will operate on a Partnership basis.

23) In case of any changes this will only apply to the incoming group or cohort upon expiry of four months after date of submission to ICIM (of written notification stating the proposed changes) and not the outgoing and continuing group of students, unless specifically required by the Ministry of Education, SACS or the US accreditation agencies.

24) If a Master's degree program is cancelled TSU reserves the right to withdraw from the Associate and Bachelor Degree programs by giving ICIM four months notice.

25) In case of termination TSU and ICIM will assure that all existing students involved with the program will continue to receive the full support and if necessary, joint efforts of both parties hereto in respect of alternative arrangements, for the completion of their courses and the attainment of the relevant MBA/EMBA award for the completion of their courses within a minimum one year duration.

26) All ICIM-TSU programs shall be launched within six months once the Ministry of Education or the appropriate authority of any country approves an ICIM-TSU program and/or campus of a program involving TSU.

Budget Factors

1) ICIM will be responsible for all costs facilities, marketing, supplies, equipment, administration, and other costs deemed necessary by ICIM for the running of the Master Degree Programs.

2) Each new site will require one or two visits by the TSU - South-East Asia Representative(s). If the site is recommended to TSU by the TSU - South-East Asia Representatives(s) a follow-up visit will be made by the TSU - South-East Asia Representative(s) and one other TSU representative to further evaluate the site prior to recommending the site to TSU and SACS. TSU agrees to pay all airfare costs USA - KL - USA or by mutual Agreement USA-Hanoi-USA for the additional site visitation by the Director of the Western Region or the Vice President of University College designee and ICIM agrees to pay airfare KL-Hanoi-KL (not applicable if USA-Hanoi-USA) reasonable lodging, meals, ground transportation and incidental expenses for three days or less per site and three or less site visitations. TSU main campus will make the final decision regarding site selection. This is to include all Master Degree Programs.
3) ICIM agrees to pay SACS site evaluation costs (economy airfare, lodging, meals, ground transportation, and related costs). ICIM will be responsible for any costs (economy class airfare, lodging, meals, ground transportation, and related expenses) for a maximum of six (6) SACS evaluators from the USA associated with each SACS visitation. The administrative fees charged by SACS will be TSU's responsibility. This is to include all Master Degree Programs.

4) The tuition rate will be set by ICIM subject to the Vietnamese Ministry of Education approval, if necessary. The tuition fee includes application, graduation, and graduate entrance exam fees.

5) The tuition will be split 60% Troy State University and 40% ICIM based on the first twenty-five (25) students per cohort group. Each cohort group is based upon a minimum of twenty-five (25) students per intake with two or more intakes per year. Troy State University is guaranteed a minimum of US$105,000.00 for each MBA and US$115,000.00 for each EMBA and or combined MBA-EMBA cohort group launched. In the event that the tuition fee cannot be increased annually, the minimum guarantee to TSU will be increased annually by 10%. This will be reviewed after three years. If the MBA and/or EMBA Program are not launched by January 1, 2003, either ICIM shall pay the minimum guarantee of US$105,000 (MBA) or US$115,000 (EMBA) to TSU or TSU reserves the right to cancel this Agreement.

6) The tuition will be split on a 50-50 basis per cohort group for the students above 25 and will be reviewed after one year.

7) The tuition does not include textbooks. Textbooks, printed materials, and similar expenses will be the responsibility of the student.

8) Each student will pay a US$45.00 registration fee to TSU for enrollment in the Master Degree Programs for the period August 1st 2001 to July 31st 2002. This fee includes a TSU T-shirt for each student registered. The fee charged may be reviewed on an annual basis and will be mutually agreed upon.

9) TSU is responsible for covering the costs of the mandatory student examinations (e.g. comprehensive exam).

10) ICIM ensures that all funds are accounted for and all amounts payable to TSU will be wired to a designated account at TSU. The funds due TSU will be wired within two weeks after students have completed registration. Funds due TSU must be wired to TSU prior to any TSU faculty member or representative traveling to an ICIM site.

11) ICIM plans a minimum of two intakes per year. If it appears the number of students for an intake will not reach twenty-five either party may cancel the intake. The decision to cancel must be made four months in advance of the intake.

12) Each cohort group will be capped at 50 students per class.

13) The MBA will be a ten-course program and the EMBA will be a twelve course plus the Survey of Business Concepts prerequisite course. The program(s) may be completed within 12 months for full time and 18 months for part-time students. One of the courses may be a Research course that requires Research/Dissertation.

14) TSU and ICIM agree to work together toward establishing various other Master Degree programs throughout Vietnam. Financial arrangements for all the Master Degree programs will be similar to the present terms and conditions and will require mutual agreement. Each site will require a separate proposal to TSU's main campus, approval by College Councils and SACS. Each Site must be fiscally viable as a separate entity. Revenue and expenditures are not co-mingled between sites.
15) One or more TSU-South-East Asia Representative(s) will conduct general academic audits not to exceed three days in duration, and monitor each site and each degree. This will occur once per semester. ICIM agrees to pay all domestic, South-East Asia and Asian economy airfare and reasonable accommodation, meals, ground transportation and mutually agreed expenses for one TSU-South-East Asia Representative per general academic audit. TSU may send additional representatives as well as extend the number of days for the audit. However, TSU will pay the additional expenses for any and all other representatives involved in the general academic audits per this clause.

16) If ICIM desires or requires TSU faculty to teach any course(s), ICIM will be responsible to pay salary, economy airfare USA-ICIM SITE-USA, reasonable accommodation, meals, ground transportation and mutually agreed expenses for the visiting faculty member.

17) By mutual agreement or as otherwise stated in this agreement, ICIM pays all domestic, South-East Asia and Asian economy airfare and reasonable accommodation, meals, ground transportation and mutually agreed expenses for TSU-South-East Asia Representative(s), the Director of the Western Region or the Vice President of University College designee, faculty and staff visiting auditing, monitoring, examining and/or assisting at ICIM and other ICIM sites and or working with ICIM on other activities. The TSU Western Regional Director or the Vice President of University College designee will determine the personnel required to perform the duties requested by ICIM. TSU pays all USA-KL-USA or by mutual agreement USA-Hanoi-USA airfares for TSU staff unless the visit is at the request of ICIM because of special circumstances. Other than for the purposes of auditing, such activities must be approved by ICIM.

18) Where and when ICIM is required to pay additional charges all costs must be fair, reasonable, and prudent.

19) TSU shall provide a list of all TSU recommended and required core library books to ICIM two (2) months prior to the date of commencement of programs. ICIM ensures that all required core library books, including the Harvard Core Business Case Studies required for Graduate Courses, would be available in the Library for student use.

20) ICIM students will be responsible for paying all the costs of textbooks, supplies, and other misc. items required for the courses being taught. ICIM can charge students any price they find reasonable.

21) ICIM graduating students for the Master degree will bear any required costs for the graduation gown, cap, tassel, and diploma cover. ICIM or ICIM students will pay the costs of the reception and graduation ceremony held in Vietnam. ICIM students will be entitled (should they wish at their own expense) to attend graduation ceremonies at TSU. TSU will pay for the graduation diploma, and all costs and expenses of TSU officials coming to grace the graduation ceremony.

22) Licenses and fees in Vietnam associated with this agreement are ICIM's responsibility. Fees and licenses in the United States associated with this agreement are TSU's responsibility. In the event that the taxes imposed on either party become a financial burden to the party affected that party reserves the right to renegotiate the financial terms of this agreement or withdraw, subject to other conditions contained herein.

Additional Provisions:

INDEMNIFICATION: TSU does not indemnify ICIM in any form or fashion for any legal or other liability arising as a result of ICIM's performance of this agreement. ICIM shall defend and hold harmless TSU from and against all claims, liability, loss and expense, including reasonable costs, collection expense, attorney's fees, and court costs which may arise because of the sole negligence, misconduct, or other fault of ICIM, its agents or employees in performance of its obligations under this agreement. This provision shall survive for two (2) years after the termination of this agreement. Likewise, ICIM does not
mandatory TSC in any form or fashion for any legal or other liability arising as a result of TSC’s performance of this agreement. TSC shall defend and hold harmless ICIM from and against all claims, liability, loss and expense, including reasonable costs, collection expense, attorney’s fees, and court costs which may arise because of the sole negligence, misconduct, or other fault of TSC, its agents or employees in performance of its obligations under this agreement. This provision shall survive for two (2) years after the termination of this agreement.

COOPERATION: To assure cooperation of both parties of this Agreement it is understood that both ICIM and TSC will cooperate in preparation required for any meetings, appear on reasonable notice for any meetings conference calls, and comply with all reasonable requests made by either side in connection with completion of this Agreement.

FORCE MAJEURE: Neither ICIM or TSC shall be deemed in default or liable to the other Party for any delay or non-performance of obligations under this Agreement (other than obligations for the payment of money) in the event and to the extent that such delay or non-performance is directly caused and effected by the occurrence of an event of Force Majeure (the Force Majeure Event). For purposes of this Agreement the term “Force Majeure Event” shall refer to any event or circumstance that (i) is outside of the reasonable control of the affected party, (ii) was not caused directly or indirectly by any action or omission of such affected party, (iii) despite such affected party’s reasonable efforts will result in delay in the performance or compliance of any obligation of such affected party under this Agreement, and (iv) the affected party should have exercised all reasonable and foreseeable measures to mitigate such event, delay, loss or damage, including without limitation:

a. acts of god or of nature such as earthquakes, floods, tornadoes, storms, serious fire, natural disasters, explosions, typhoon, epidemics and volcanic eruptions;

b. declared war, riots, civil unrest and acts of government.

SUCCESSORS AND ASSIGNS: This Agreement shall be binding upon the parties hereto, their successors and assigns, and the parties hereto do covenant and agree that they themselves and their assigns will execute any and all instruments, releases, assignments and consents that may be required of them in accordance with the provisions of this Agreement.

AMENDMENTS: No amendments to this Agreement shall be made other than by a written amendment signed by all parties.

WAIVER: No waiver of any provision of this Agreement shall be construed to be a waiver of any subsequent breach of the same or any other provision of this Agreement.

ARBITRATION: This Agreement is made and entered into under International Arbitration standards. In the event of any dispute, controversy or difference arising under or in connection with this Agreement, the parties hereby agree to submit and finally resolve such dispute through arbitration procedure in accordance with the following procedure:

a) It shall take place under the Rules of Arbitration of the International Chamber of Commerce (the “ICC-Rules”) in force when the controversy is submitted thereto. The arbitration tribunal shall be composed of three (3) individuals, who shall be appointed in accordance to the ICC-Rules, provided, however, that at least one of the arbitrators is an independent technical expert in the field of university education with direct knowledge of the technical issues to be resolved.

b) The arbitration shall be conducted in the city of Paris, France and any award, regardless of the place where the arbitrators deliberate, shall be deemed to be made in such place. The arbitration shall be conducted in the English language. However, the parties hereby accept that all documents created in the Vietnamese language can be submitted as such in the arbitration proceedings without being translated. Both parties agree that (i) the obligations and relationships under this Agreement are commercial, (ii) the arbitral award shall be final and binding on the parties, and (iii) that the Convention on Recognition and
Enforcement of Foreign Arbitral Awards is applicable. The prevailing party shall be entitled to recover from the other party (as part of the arbitral award or order) its or their reasonable attorney’s fees and other costs directly or indirectly associated with the arbitration.

c) The enforcement of the arbitral award may be requested to any court having jurisdiction over the assets or the non-prevailing party, and any such court may order enforcement of the award against such party and their respective successors and permitted assignees.

If any provision of this Agreement be adjudicated invalid or against public policy for any reason by a Court of competent jurisdiction it is specifically intended that each and every provision not so invalidated shall remain in full force and effect. In the event it is necessary for TSU to initiate action to enforce this agreement, ICIM agrees to pay attorney fees, court costs, and any other expenses in addition to the compensation specified herein. Likewise, in the event it is necessary for ICIM to initiate action to enforce this agreement, TSU agrees to pay attorney fees, court costs, and any other expenses in addition to the compensation specified herein.

NOTICE: Any notice required or permitted hereunder, when reasonably calculated to give actual notice, may be made:

a. by any form of mail addressed to the party to be given notice at his her known address and requiring a signed receipt; or

b. by personal delivery in the manner prescribed for service of legal process within the State of Alabama.

For purposes of this agreement, notice shall be given to Troy State University at the following two addresses simultaneously:

Dr. Rodney V. Cox, Vice President
University College
Troy State University
Adams Administration Building, LL
Troy, Alabama 36082, USA

Dr. Susan C. Aldridge, Director
International Programs. University College
Troy State University
596 Fourth Street
Holloman AFB, NM 88330, USA

For purposes of this agreement, notice shall be given to ICIM at the following two addresses:

Mr. Hoan D. Nguyen, Chairman of the Board
International College of IT And Management
6th Fl. Vinaconex Building
H2 Lang Ha Str., Dong Da Dist.,
Hanoi
Vietnam

Mr. Tan Yew Sing, President
INTI College Malaysia
Jalan BBN 12/1, Bandar Baru Nilai
71800 Nilai, Negeri Sembilan
Malaysia
ENTIRE AGREEMENT: This Agreement constitutes the entire, final, complete, and exclusive agreement between the parties and supersedes all previous agreements or representations, oral or written, relating to this Agreement. This Agreement may not be modified or amended except in writing signed by a duly authorized representative of each party. Both parties acknowledge having read the terms and conditions set forth in this Agreement, understand all terms and conditions, and agree to be bound thereby.

INTERNATIONAL COLLEGE OF IT AND MANAGEMENT

Mr. Hoan D. Nguyen
Chairman of the Board
ICIM

Mr. Tan Yew Sing
Director
ICIM

Dated this 2nd day of August 2001

TROY STATE UNIVERSITY

Dr. Rodney Cox
Vice President University College
Troy State University
Agreement

Between

Troy State University

And

Hanoi University of Technology, Vietnam

Hanoi, Vietnam

This Agreement is made and entered into the first day of March 2003

Between

Troy State University (henceforth TSU), Troy Alabama, a public university in the State of Alabama, USA

And

Hanoi University of Technology (henceforth HUT), a public university in Hanoi, Vietnam.

In consideration of the mutual covenants and agreements herein contained the sufficiency of which is hereby acknowledged, the parties do hereby agree as follows:

I. Agreement's objective

TSU and HUT agree to establish certain degree programs at the International Training Program of HUT Hanoi, Vietnam or location(s) approved by both Parties:

1. Master's Degrees
2. Bachelor of Science Degrees

Initial programs will include:

- The Bachelor of Science degree in Business Administration and in Computer Science. The Associate of Science Degree will be granted, upon request, to students who have successfully completed the required 60 credit hours and met all degree requirements according to the Troy State University bulletin.

- The Master degree in Business Administration and Executive Master Degree in Business Administration (MBA and EMBA.)
Further programs may be approved by mutual agreement. All TSU programs will follow all TSU regulations, academic standards and procedures.

All collaborative programs and location(s) are subject to the final approval of TSU and the USA Regional Accreditation Agency, the Southern Association of Colleges and Schools (hereinafter referred to as SACS.)

II. Obligations of HUT and TSU

A. HUT’s Obligations:

1. Obtain authorizations, licenses, and other instruments to comply with local laws and regulations required to administer the academic degree programs of TSU in Vietnam. Any official documents containing academic commitments for TSU or describing any academic or administrative responsibility of TSU require prior approval of TSU prior to the submission of these documents.

2. Appoint a representative to work with the Vietnam representative of TSU in coordinating programs.

3. Introduce qualified local lecturers, who can meet the academic certification requirements of TSU and SACS accreditation standards, to participate in the teaching of the above programs.

4. Be responsible for entry visas for TSU’s lecturers who travel to Vietnam to participate in the teaching of the above programs.

5. Introduce students to the collaborative programs between HUT and TSU in accordance with the Ministry of Education and Training of Vietnam’s guidelines and TSU’s entry requirements.

6. Collaborate with the Vietnam representative of TSU in managing and promoting the programs, within TSU designated guidelines and academic requirements.

B. TSU’s Obligations:

1. All TSU courses will follow syllabi similar to the syllabi utilized at TSU campus in USA. These syllabi must be approved by TSU. The syllabi will be provided for prior approval to TSU as well as HUT’s representative before the commencement of each semester.

2. Appoint lecturers to teach courses in the programs in conjunction with HUT’s lecturers. All lecturers teaching TSU courses must meet TSU certification and SACS accreditation standards.
3. Provide the list of appointed lecturers who will participate in the teaching of the collaborative programs.

4. Set all academic entrance requirements, academic program standards, graduation requirements and conditions. TSU retains the final decision on all academic standards and policies for TSU students and faculty.

5. Grants degree(s) to all students who have completed the program(s) when they satisfy all TSU degree requirements. Degree(s) awarded will be identical in every aspect to the degree(s) normally awarded by TSU to students who satisfactorily complete similar courses at the TSU campus in USA.

6. Appoint a Vietnam representative to coordinate and provide on-site management for all programs between TSU and HUT. Terms and conditions of the agreement between TSU’s representative in Vietnam relating to the collaborative programs between HUT and TSU will be stated in a separate agreement.

III. Budget factors

1. This is a self-financed program. The revenue for the program will include tuition fee, other fees paid by students and other sources.

2. The Vietnam representative of TSU and HUT’s representative will submit to the Parties annual budget projection, revenue and expenditure reports.

3. HUT will collect all tuition fees and other fees of the collaborative programs, and pay all tuition and other fees due to TSU on a timely basis as determined in the appendix A and B by wired transfer to an account designated by TSU’s representative in Vietnam. The payments need to be made within ten (10) days after students have completed their registration which shall be before the first day of class.

4. TSU’s representative in Vietnam is responsible for all financial obligations related to salaries, benefits and expenses for faculty members who teach and supervise the courses of the programs.

5. Each Party will be responsible for its own expenses.

IV. Facilities

Classrooms and other facilities will be jointly determined by HUT and TSU’s representative in Vietnam subject to the final approval of TSU.
V. Other agreements

1. Confidentiality:
   Each party hereto covenants, on behalf of itself, its representatives and its employees to maintain in strict confidence any information concerning the project, program, syllabi and student records which may be disclosed to any party during the term of cooperation and to not make any unauthorized use of the confidential information.

2. All syllabi of the program shall remain the property of party providing the syllabi, but a copy of each course syllabi must be maintained on file at TSU.

3. (i) All parties guarantee that TSU has sole authorization for the use of TSU’s name, programs, academic standards, seal, logos and any promotional materials referring to TSU and its academic programs.
   (ii) Any advertisement/promotional materials that carry TSU’s name, seal, or logo must be approved by TSU prior to publication and/or release to the public.
   (iii) Any advertisement/promotional materials that carry HUT’s name, seal, or logo must be approved by HUT prior to publication and/or release to the public.

VI. Term of the Agreement

1. The terms for this Agreement shall be five (5) years from the date of signing the Agreement. This Agreement will be automatically extended on a year to year basis thereafter. There must be a minimum of six (6) months notice to discontinue this agreement. This Agreement is non-exclusive.

2. In case of termination of this agreement, all parties shall ensure that all existing students involved with the programs will continue to receive the full support and joint efforts of all parties hereto in respect of alternative arrangements, for the completion of their courses and the attainment of the relevant degrees awarded once they satisfy the degree requirements. Upon notice to discontinue the agreement, the maximum time limitation for teach out of the students, who were enrolled in the TSU program at the time of the notice, for the Associate’s degree and Master’s degree shall not exceed two years and for the Bachelor’s degree shall not exceed three years.

3. This Agreement supersedes all prior agreements, understandings or arrangements (oral or written) between TSU and HUT.

4. This signed Agreement is made in seven (7) copies each in both Vietnamese and English, all of which are deemed to be official. Each party retains three (03) copies; TSU’s representative retains one (01) copy.

5. This Agreement shall be binding upon and ensure for the benefit of the successors in title of the parties but shall not be assignable by any party without the prior written consent of the other.
6. This Agreement is an education cooperation agreement not a joint venture between the parties. Neither party has the authority to enter into any engagement or make any representation of warranty on behalf of the other party.

For purposes of this agreement, notice shall be given to Hanoi University of Technology at:

**International Training Programme**
Hanoi University of Technology
1 Dai Co Viet Road, Hanoi, Vietnam
Tel: (84-4) 869 3496 Fax: (84-4) 869 6720

For purposes of this agreement, notice shall be given to Troy State University at:

1. **Dr. Susan C. Aldridge**
   Vice President, University College
   Adams Administration Building
   Troy State University
   Troy Alabama, 36082 USA
   Tel: 1-334-670-3458 Fax: 1-334-670-3770

And

2. **Dr. Thomas D. Halbert**, Regional Director / CEO of South East Asia Region Office
   Troy State University
   Lot 1.89, 1st Floor, Level 3
   Plaza Uncang Emas (UE3)
   No. 85, Jalan Loke Yew
   55200 Kuala Lumpur
   Malaysia
   Tel: 603-9282 0288 Fax: 603-9287 7288

For and on behalf of TSU

Signature

Dr. Susan Aldridge
Vice President, University College,
Troy State University

Dated

March 2003

For and on behalf of HUT

Signature

Dated
Witness

Dr. Thomas D. Halbert

Dated
APPENDIX B

Master of Business Administration degrees
And
Executive Master of Business Administration degrees

1 - Intakes: Continuous intakes for MBA and 3 intakes per year for EMBA

2 - Duration: 16 months (part time)

3 - Admission Requirements:
   • Bachelor degree in Business administration or completion of required coursework as noted in the TSU graduate bulletin
   • Minimum GPA 2.5 (on scale 4) or 6.25 (on scale 10) for 4 years bachelor program OR GPA 3.0 (on scale 4) for 30 last semester hours
   • TOEFL 525 score or higher
   • GMAT 450 score or higher
   • 5 years of working experience (only for EMBA)

4 - Required documents:
   • Completed and signed application form accompanied by the non-refundable application fee of USD 45
   • 3 passport-sized photographs
   • Certified photocopy of all certificates
   • Official English translation of all certificates
   • Original or Certified photocopy of all academic transcripts
   • Official English translation of all academic transcripts
   • Original score of English test: TOEFL or institutional TOEFL and GMAT
   • A certified photocopy of Identity Card (I.C.)
   • A certified photocopy of other results (if any)

5 - Degree Requirements:

MBA
   • Successful completion of the courses listed with an overall grade point average of 3.0 or better (on scale 4) is necessary to fulfill the requirements for the degree.
   • Completion of the research component requirement by successfully completing BUS 6610 with a grade of 3.0 or better (on scale 4)

EMBA
   • Successful completion of the courses listed with an overall grade point average of 3.0 or better (on scale 4) is necessary to fulfill the requirements for the degree.
   • Completion of the research component requirement by successfully completing BUS6625 (Specialized Study in Business), with a grade of 2.0 or better (on scale 4).
- Successful completion of the prerequisite course MAN 5501 (Survey of Business Concepts).
- Successful completion of the capstone course BUS 6611 (Business Strategy).

Changes in academic programs, required by TSU, shall be implemented.

7 - List of subjects:

**MBA**

1. ACT 6691  Managerial Accounting
2. BUS 6611  Business Strategy
3. ECO 6651  Managerial Economics
4. FIN 6631  Managerial Finance
5. IS 6679  Management Information Systems
6. MKT 6661  Marketing Management
7. BUS 6610  Business Research
8. MGT 6671  Organization Behavior
9. HRM 6603  Human Resources Management
10. MAN 6673  Operations Management
11. BUS 6625  Specialized Study
12. QM 6640  Quantitative Analysis for managers

**EMBA**

1. MAN 5501  Survey Of Business Concepts
2. ACT 6691  Managerial Accounting
3. FIN 6631  Managerial Finance
4. MGT 6671  Organization Behavior
5. MKT 6661  Strategic Marketing Management
6. MAN 6674  Ethics In Business
7. BUS 6611  Business Strategy
8. QM 6640  Quantitative Analysis For Managers
9. ECO 6651  Managerial Economics
10. IS 6679  Management Information Systems
11. MAN 6673  Operations Management
12. BUS 6625  Specialized Study in Business (with a management focus)
13. HRM 6603  Human Resources Management

**Note:** All above courses are 3 credit courses which require 45 contact hours (1 contact hour = 50 minutes) including examination period. Changes in academic programs, required by TSU, shall be implemented.

7 - Financial matters:

- Suggested tuition fee: by mutual agreement between HUT and TSU's representative with maximum USD 11500/student/program.
- TSU fee: USD 8750/student/program. TSU fee is subject to change with 6 months prior notice.

All funds due to TSU must be wired transfer to an account designated by TSU's representative as follows:
1. 40% of the tuition fee will be paid upon enrollment which shall be before the first day of class.
2. 30% of the tuition fee will be paid before the end of the 6th month of the program
3. 30% will be paid before the end of the 12th month of the program

8 - Others:
1. Each cohort group will be capped at 50 students per class.
2. If it appears that the number of students for an intake will not reach 25, TSU's representative reserves the right to cancel the intake.
3. All faculty must have Doctorate degree or meet the SACS accreditation standards and the required graduate credit hours in the subject area they are to teach. All lecturers must meet TSU certification and SACS accreditation standards.
To Whom It May Concern:

The purpose of this letter is to certify that Troy State University (henceforth TSU), Adams Administration Building, Troy, Alabama 36082, a public university in the State of Alabama, has agreed to establish Associate's, Bachelor's and Master's Degree Programs to be offered at International College of IT And Management (henceforth ICIM), 6th Floor, Vinaconex Building, H2 Lang Ha St., Dong Da Dist., Hanoi, Vietnam a private college/university in Vietnam.

TSU and ICIM agree to explore the following possible programs:

1. Associate of Science
2. Bachelor of Science in Business Administration
3. Bachelor of Science in Social Science
4. Master's in Business Administration
5. Executive Master's of Business Administration

The primary terms of the agreement between TSU and ICIM are:

1) For the Bachelor Degree, ICIM will be responsible for 90 credits to be delivered at ICIM and a student must complete a minimum of 30 TSU credits in residence at the TSU/ICIM campus. The 30 credits may be taken from 20 approved (60 credits) TSU courses in the Business, Business Core and/or Basic subject areas. Some specialized programs may require more than 30 credits.

2) For the Associate Degree, ICIM will be responsible for 45 credits and a student must complete 15 TSU credits in residence at TSU/ICIM campus. The 15 credits may be taken from 20 (60 credits) TSU courses in the Business Core and/or Basic Subject area.

3) The Associate and Bachelor Degrees awarded will be Troy State University Degrees. Degrees and the certificates awarded will be identical in every aspect with the degrees normally awarded by TSU to students who satisfactorily complete the similar courses at the TSU campus.

4) ICIM will teach the TSU courses following TSU syllabi. Faculty must be approved mutually by TSU and ICIM and will have to meet TSU and Southern Association of Colleges and Schools (hereinafter referred to as “SACS”) accreditation standards.

5) ICIM will be permitted to offer the Associate, Bachelor's or Master's degrees at any of their campuses/sites providing TSU has visited the campuses/sites and approved the campuses/sites and SACS has accredited the campuses.

6) ICIM and TSU will operate on a Partnership basis.

7) Other terms and conditions as set forth in the Agreement between TSU and ICIM.

Dr. Susan C. Aldridge, Vice President
AGREEMENT
BETWEEN
FACULTY OF ECONOMICS,
VIETNAM NATIONAL UNIVERSITY HANOI
AND
INTERNATIONAL COLLEGE OF I.T. & MANAGEMENT

Master's Degree Programs

HANOI VIETNAM

THIS AGREEMENT is made and entered into the 8th day of July, 2002,

Between

FACULTY OF ECONOMICS, VIETNAM NATIONAL UNIVERSITY HANOI (henceforth FoE), 144 Xuan Thuy Road. Cau Giay, Hanoi, Vietnam

And


WHEREAS

(a) FoE is a faculty with good reputation and having good resources to deliver full programs in Vietnam.

(b) ICIM is an educational and training institution delivering and managing programs from abroad and authorized by Troy State University, USA (hereinafter referred to as TSU) to deliver MBA/E-MBA programs in Vietnam (as per attached letter of TSU dated June 20, 2002).

All parties agree to establish Master of Business Administration (MBA) and Executive Master of Business Administration (EMBA) Degree Programs to be offered at ICIM (46 Nguyen Truong To Street, Ba dinh District. Hanoi).

The parties do hereby agree as follows:

A. FoE's Obligations:

A1. FoE must obtain authorizations and other instruments if necessary to comply with local laws and regulations.

A2. FoE has the responsibility to coordinate with ICIM in managing the programs in Vietnam.
A3. To introduce qualified local Lecturers that can meet the requirements of TSU to participate in the teaching of the above programs.

A4. FoE will act as the main contact with VNUH’s management and other departments.

B. ICIM’s Obligations:

B1. To collect tuition fees and forward all payments due to TSU. The net tuition fee (after scholarship/discount) will not exceed US$10,000.00 (ten thousand US dollars) unless agreed in writing by FoE. Such tuition fee doesn’t include textbooks, printed materials and other similar expenses.

B2. ICIM will be responsible for salaries, benefits, expenses etc. for the local faculty members to teach and supervise the courses of the programs.

B3. ICIM will be responsible for all cost related to facilities, equipment, promotion, administration, and all other costs deemed necessary by ICIM for the running of the MBA and/or EMBA program(s).

B4. To forward 5% of the net tuition fee to FoE at their instruction. Such payment shall occur 30 days after student have paid their tuition.

C. Other Agreements:

C1. The MBA/EMBA Degree(s) awarded will be a TSU Degree(s). Degrees awarded will be identical in every aspect with the degrees normally awarded by TSU to students who satisfactorily complete the similar courses at the TSU campus in USA (as per attached letter of TSU dated June 20, 2002).

C2. The MBA will be a twelve-course program and the EMBA will be a twelve course program plus the Survey of Business Concepts prerequisite course. The program(s) may be completed within 12 months for full time and 18 months for part-time students.

C3. All courses will follow TSU syllabi. Majority of the courses will be taught by lecturers coming from TSU and local lecturers will have to meet TSU and Southern Association of Colleges and Schools (hereinafter referred to as "SACS") accreditation standards. These faculty members will be appointed as adjunct faculty by TSU.

C4. Admission will require TOEFL score of 525 and GMAT score of 450. In case of any changes, this will only apply to the incoming group/cohoot upon expiry of four months after date of notification by TSU (of written notification stating the proposed changes) and not the outgoing and continuing group of students, unless specifically required by the Ministry of Education, SACS or the US accreditation agencies.

C5. Each cohort group will be capped at 50 students per class of which a certain number of scholarships will be created by the program. Both parties will jointly determine the number of scholarships as well as the award of the scholarships.

C6. Both parties agree to establish an executive committee to manage the programs.
C7. The executive committee may decide to delay or cancel an intake if enrolment is less than 20 students per intake.

C8. Both parties plan to launch MBA and/or EMBA as soon as possible provided all qualified Lecturers are in place.

C9. Each party shall be responsible for their own payment of tax if required.

C10. Each student will pay a USD45.00 registration fee to TSU for enrollment in the Master Degree Programs. This registration fee includes a TSU T-shirt for each student registered. The fee charged may be reviewed on an annual basis upon TSU’s discretion. In case of the events set forth in article C7, registration fee will be refunded to enrolled students.

C11. All graduating students for the Master degree will bear any required costs for the graduation gown, cap, tassel, and diploma cover. All students will have the option (at their own expense) to attend graduation ceremonies at TSU.

C12. Each party hereto covenant, on behalf of itself and its employees to maintain in strict confidence any information concerning the project, program and syllabi which may be disclosed to any party during the term of co-operation and to not make any unauthorized use of the confidential information.

C13. All syllabi of the program shall remain the property of TSU. ICIM/FoE only has the right to use these documents during the term of this agreement.

C14. Any advertisement/promotional materials that carry FoE's name, seal, or logo have to be approved by FoE.

C15. The term for this Agreement shall be three (3) years from the date of signing the Agreement. This agreement can be extended by mutual written agreement. This Agreement is non-exclusive.

C16. Under all circumstances, ICIM and FoE must ensure that all students enrolled in the programs can complete the programs and receive MBA/EMBA degree of TSU when they satisfy all degree requirements.

C17. This Agreement supersedes all prior agreements, understandings or arrangements (oral or written).

C18. This agreement is made in six (06) copies each in both Vietnamese and English, all of which are deemed to be official. Each party retains three copies (03).

C19. This Agreement shall be binding upon and ensure for the benefit of the successors in title of the parties but shall not be assignable by any party without the prior written consent of the other.

C20. This Agreement is not a joint venture between the parties. Neither party has the authority to enter into any engagement or make any representation of warranty on behalf of the other party.
C21. This agreement shall be governed by the Vietnamese Law. In case of dispute between the parties, the parties shall first attempt to resolve the dispute arising through negotiation and amicable arrangement. In the event that the Parties cannot resolve such dispute, then the dispute will be resolved by the Economic Arbitrator, and the decision made by the Economic Arbitrator will be the final and both parties must follow.

For and On behalf of FoE

Dr. Phi Manh Hong
Vice Dean

For and On behalf of ICIM

Nguyen Dinh Hoan
President
Attn: Faculty of Economics - Vietnam National University, Hanoi

Base on documents submitted to Vietnam National University, Hanoi by The Faculty of Economics for co-operation with Troy State University- Alabama State (TSU), US to deliver a MBA training program accredited by TSU. Vietnam National University, Hanoi has some ideas as follows:

1. The Faculty of Economics is allowed to operate and be responsible for joint-training MBA program with TSU within its own relevant duties. All training courses will be taught at ICIM (International College of IT & Management) by lecturers from Faculty of Economics and TSU. TSU will be in charge of issuing MBA degree for graduates, ensuring quality and rights of all lecturers. Training cost will be contributed by students at reasonable rate. Faculty of Economics and its partner will be responsible for legal rights and benefits of students. All Vietnamese lecturers must be accredited by TSU and will enjoy fully rights and benefits in accordance with their capacity.

2. During the process of operation, Faculty of Economics must follow strictly all regulations of the Vietnamese Government, Ministry of Education and Training and Vietnam National University in terms of international co-operation, legality on joint-training with foreign partners.

VNU, Hanoi informs Faculty of Economics in order to have suitable operation.

On behalf of Director of VNU
Vice Director

Prof. Dr. Mai Trong Nhuan
(Signed and Sealed)
Re: MBA joint-venture training

Hanoi, May 30, 2002

Attn: Faculty of Economics - Vietnam National University, Hanoi

Base on documents submitted to Vietnam National University, Hanoi by The Faculty of Economics for co-operation with Troy State University- Alabama State (TSU), US to deliver a MBA training program accredited by TSU. Vietnam National University, Hanoi has some ideas as follows:

1. The Faculty of Economics is allowed to operate and be responsible for joint-training MBA program with TSU within its own relevant duties. All training courses will be taught at ICIM (International College of IT & Management) by lecturers from Faculty of Economics and TSU. TSU will be in charge of issuing MBA degree for graduates, ensuring quality and rights of all lecturers. Training cost will be contributed by students at reasonable rate. Faculty of Economics and its partner will be responsible for legal rights and benefits of students. All Vietnamese lecturers must be accredited by TSU and will enjoy fully rights and benefits in accordance with their capacity.

2. During the process of operation, Faculty of Economics must follow strictly all regulations of the Vietnamese Government, Ministry of Education and Training and Vietnam National University in terms of international co-operation, legality on joint-training with foreign partners.

VNU, Hanoi informs Faculty of Economics in order to have suitable operation.

On behalf of Director of VNU
Vice Director

Prof. Dr. Mai Trong Nhuan
(Signed and Sealed)

Receiver:
- As above
- For file, Academic Department
DECISION BY THE PEOPLE'S COMMITTEE OF HANOI CITY

“On establishment of Private International College of Information Technology & Management under the Company Limited of International College of Information Technology & Management”

PEOPLE’S COMMITTEE OF HANOI CITY

- Pursuant to the Law of Organization of People’s Council and People’s Committee;

- Pursuant to the Decree No. 02/2001/ND-CP dated January 09, 2001 by the Government stipulating details for implementation of the Labor Code and Law on Education and Technical Training;

- Pursuant to the Circular No. 01/2002/TT-BLDBTBXH dated January 04, 2002 by the Ministry that guides the establishment, registration of operation and division, separation, incorporation, cancellation of operation and dissolution of a technical training foundation;

- Pursuant to the Official Letter No. 4466/LDBTBXH-TCDN dated December 19, 2002 by the Ministry of Labor, War Invalids and Social Affairs concerning the establishment of International College of Information Technology & Management;

- Considering the recommendation by the Head of Personnel Committee of the Hanoi City Government and Director of Hanoi Department of Labor, War Invalids and Social Affairs

This is to decide to

Article I:

1- Establish Private International College of Information Technology & Management under the Company Limited of International College of Information Technology & Management;

   - Name for international contact: International College of Information Technology & Management.

   - Abbreviated name: ICIM

   - Head office of the College: No. 46, Nguyen Truong To Street, Truc Bach Ward, Ba Dinh District, Hanoi City;

     - Telephone No. 04.7162101 – 04.7162102;

     - Fax No. 047.162.105.

2- The Private International College of Information Technology & Management is a foundation for private technical training, within the technical training system of the State. The College will be invested by a capital source not from the State budget; The College will carry out a self-management,
The Private International College of Information Technology & Management has its functions and duties to open courses of short and long term technical training and English skill development for economic and social sectors in accordance with the education and technical training program stipulated by the Ministry of Labor, War Invalids and Social Affairs. In short, the College will educate and train:

3.1 - Informatics;
3.2 - Business administration;
3.3 - English skill development.

4. Salary and other allowances for the officials, teachers, employees and other expenses for teaching and learning of the College will be paid by income sources of school tuition and other legal assistant sources.

5. School tuition level will be applied in accordance with regulation of the Company and College as well.

Article II: The Private International College of Information Technology & Management will be placed directly under management of the Company Limited of Private International College of Information Technology & Management, operate in line with Regulations of the College and Certificate of Technical Training approved by authorized organ. The College will be placed under the State management of the Department of Labor, War Invalids and Social Affairs of Hanoi City and other related Departments, Boards and Branches of Hanoi City.

Article III: This Decision will come into effect 15 days after the signing date.

Article IV: Chief Officer of the City People’s Council, People’s Committee, Head of Personnel Committee of the Hanoi City Government and Director of Hanoi Department of Labor, War Invalids and Social Affairs, Director of the Company Limited of International College of Information Technology & Management, President of the Private International College of Information Technology & Management and Directors of related Departments, Boards and Branches of Hanoi City are responsible for implementing this Decision.

Receivers:
- Mr. Chairman of people’s committee of Hanoi city,
- Ministry of Labor, War Invalids and Social Affairs (to report)
- As Article 4;
- Dept. of Public Security of Hanoi City
- Tax Division of Hanoi;
- People’s Committee of Ba Dinh District;
- Filed

ON BEHALF OF THE PEOPLE’S COMMITTEE OF HANOI CITY
FOR THE CHAIRMAN
VICE CHAIRMAN
(Signed & sealed)
NGUYEN QUOC TRIEU
and correspondent with the original in Vietnamese copied and attached.

February 24, 2003
Translator

[Signature]

Công chứng viên
Trần Đức Thanh
QUYẾT ĐỊNH CỦA UBND THÀNH PHỐ

"Về việc thành lập trung tâm lập trình và quản trị Quốc tế thuộc Công ty TNHH Trường Công nghệ thông tin và Quản trị Quốc tế".

HÀ NỘI, NGÀY... THÁNG... Đază NĂM 2003

ỦY BAN NHÂN DÂN THÀNH PHỐ HÀ NỘI

- Cần của Luật Tổ chức HDND và UBND;
- Cần của Nghị định số 02/2001/NĐ-CP ngày 09/01/2001 của Chủ tịch Quy định chi tiết thi hành Bộ Luật Lao động và Luật Giáo dục và dạy nghề;
- Cần của Thông tư số 01/2002/TT-BLĐTBXH ngày 04/01/2002 của Bộ Lao động thương binh và xã hội Hướng dẫn việc thành lập, đăng ký hoạt động và chia, tách, sắp nhập, định chi hoạt động, giải thể cơ sở dạy nghề;
- Cần của Công văn số 4466/LĐTBXH-TCDN ngày 19/12/2002 của Bộ Lao động thương binh và xã hội về việc thành lập trung tâm Công nghệ thông tin và Quản trị Quốc tế;
- Xét đề nghị của Trưởng Ban Tổ chức chính quyền thành phố Hà Nội và Giám đốc Sở Lao động thương binh và xã hội Hà Nội,

QUYẾT ĐỊNH

Điều I:
1- Thành lập trung tâm lập trình và Quản trị Quốc tế thuộc Công ty trách nhiệm hữu hạn trung tâm Công nghệ thông tin và Quản trị Quốc tế;
   + Tên giao dịch quốc tế: International College of Information Technology & Management.
   + Tên viết tắt: ICIM
   + Trụ sở chính của trường: Đất tại số 46, phố Nguyễn Trường Tộ, phường Trúc Bạch, quận Ba Đình, thành phố Hà Nội;
     - Số điện thoại: 04.7162101 - 04.7162102;
     - Số Fax: 047.162.105.
2- Trường đắn lập đào tạo nghề Công nghệ thông tin và Quản trị Quốc tế là số dạy nghề đắn lập, trong hệ thống đào tạo nghề của nhà nước: Dự cừ đầu tư nguồn vốn ngoài nguồn ngân sách của nhà nước: Tư quản lý, điều hành theo y định của pháp luật, phù hợp với mục tiêu tồn chỉ hoạt động của tổ chức mình.
   Từ cách pháp nhân: Dự cừ mở tài khoản tại ngân hàng thương mại: Dự cừ sử dụng con dấu riêng theo quy định hiện hành của Nhà nước:
3 - Trường dàn lập Công nghệ thông tin và Quản trị Quốc tế có chức năng, nhiệm vụ mở các lớp đào tạo đại hạn, ngắn hạn dạy nghề và bồi dưỡng nâng cao trình độ tiếng Anh cho các đối tượng thuộc các thành phần kinh tế - xã hội theo chương trình đào tạo và dạy nghề do Bộ Lao động thương binh và xã hội quy định, cụ thể trường đào tạo, dạy các nghề:

3.1 - Công nghệ thông tin;
3.2 - Quản trị kinh doanh;
3.3 - Bộ trợ nâng cao trình độ tiếng Anh.

4 - Tiền lương và các khoản phụ cấp khác của cán bộ, giáo viên, nhân viên và các khoản chi cho nhiệm vụ dạy và học tập của trường được chi từ nguồn thu học phí và các nguồn hỗ trợ hợp pháp khác.

5 - Mức thu học phí theo quy định của Công ty và của trường.

Điều II: Trường dàn lập Công nghệ thông tin và Quản trị Quốc tế, chịu sự quản lý trực tiếp của Công ty trách nhiệm hữu hạn Công nghệ thông tin và Quản trị Quốc tế, hoạt động tuân thủ theo đúng Điều lệ hoạt động của Trường và chứng nhận đăng ký hoạt động dạy nghề được cấp có thẩm quyền phê chuẩn. Trường chịu sự quản lý nhà nước của Sở Lao động thương binh và xã hội Hà Nội và của các Sở, Ban, Ngành của thành phố Hà Nội có liên quan.

Điều III: Quyết định này có hiệu lực sau 15 ngày kể từ ngày ký.

Điều IV: Chánh Văn phòng HĐND và UBND Thành phố, Trường Ban Tổ chức chính quyền Thành phố, Giám đốc Lao động thương binh và xã hội, Giám đốc Công ty trách nhiệm hữu hạn Công nghệ thông tin và Quản trị Quốc tế, Hiệu trưởng trường dàn lập Công nghệ thông tin và Quản trị Quốc tế và Giám đốc các Sở, Ban, Ngành thành phố Hà Nội có liên quan thi hành quyết định này./.

Nơi nhận:

T/M. ỦY BAN NHÂN DÂN THÀNH PHỐ HÀ NỘI
K/T. Chú thích: Phó Chủ tịch

Phó Chủ tịch
SIX POINTS OF INSTITUTIONAL EFFECTIVENESS
SIX POINTS OF INSTITUTIONAL EFFECTIVENESS (SPIE)

NAME OF PROGRAM: MASTER OF BUSINESS ADMINISTRATION
COLLEGE: SORRELL COLLEGE OF BUSINESS

LOCATIONS: TROY, PHENIX CITY, and UNIVERSITY COLLEGE

COMPLETED BY: E. INGRAM DATE OF SPIE: MAY 13, 2003

APPROVED BY DEAN: T. A. RATCLIFFE PROVOST: 

Point #1: Purpose Statement

The Master of Business Administration-Accounting Option is a professional program organized to provide advanced study to students who have already acquired a common body of knowledge in accounting along with a common body of knowledge in business administration. It is designed to offer students an opportunity to obtain a proficiency in accounting and decision making skills. Those skills will enable them to carry out managerial responsibilities in public accounting as well as government and business.

The MBA-General Management Option is a professional degree program organized to provide advanced study to students who have already acquired a common body of knowledge in business administration. It is designed to offer the graduates of undergraduate programs in business, or other fields closely related to business administration, an opportunity to obtain a graduate-level proficiency in management, business skills, and decision making which would enable them to carry out managerial responsibilities in both the private and public sectors.

The Master of Business Administration-Information Systems Management Option is a professional program organized to provide advanced study to students who have already acquired a common body of knowledge in business administration. It is designed to offer the graduates of undergraduate programs in business, or other fields closely related to business administration, an opportunity to obtain a graduate-level proficiency in information systems management, business and management skills, and decision making which would enable them to carry out managerial responsibilities in both the private and public sectors.

The MBA is designed and implemented to fulfill the University's purpose as follows:

"The University offers associate, bachelor's, master's, and education specialist degrees. It is dedicated to the preparation of students in a variety of fields in the arts and sciences, fine arts, business, communication, applied science, counseling, nursing, allied health sciences, as well as to its historic role in the preparation of teachers and its outreach partnership with public education...."

"Global in perspective, the University is committed to providing undergraduate and graduate education for regional, national, and international communities for both traditional and non-traditional students. Education programs are delivered by traditional as well as technological means....."

Point #2: Objectives

A. Program Objectives

The Master of Business Administration (MBA) program is designed to offer the graduates of undergraduate programs in accounting and business an opportunity to obtain a higher proficiency in business skills and decision making which will enable them to carry out managerial responsibilities in the private and public
sectors. The objectives of the MBA program, whether applied to general management or within specialized fields of business such as accounting or information systems management, are to develop in students the ability to:

1. develop problem solving skills required in a dynamic and uncertain business environment
2. synthesize and apply knowledge, theories and concepts from various business disciplines in their problem solving analysis,
3. identify and develop alternative problem solutions,
4. evaluate and choose from among the alternatives identified, and
5. effectively communicate the results of their analyses.

B. Structure:
Students graduating with the MBA Degree will have completed six [6] core courses common for all MBA students. In addition, graduates from the MBA-Accounting Option will complete six [6] courses in the areas of Advance Accounting Theory, Advanced Accounting Problems, Income Tax Research, Advanced Auditing, Law of Accountants, and Accounting Research & Communication [Research component]. Graduates from the MBA-General Management Option will complete four [4] courses in the areas of Human Resource Management, Operations Management, Organizational Behavior, and Business Research [Research component], and two [2] additional courses of interest to the individual student's academic, employment background and/or specific career objectives. Graduates from the MBA-Information Systems Option will complete three additional courses in Information Systems and Business Strategy, Information Systems Management [Research component], E-Commerce for Global Business, and one course in Operations Management, and two elective graduate courses. All options within the MBA degree program will provide students the opportunity to gain an understanding of the subject matter that will enhance their career opportunities. The total credit hours required for completion of the degree is 36 SH.

1. Degree requirements include:
   a. completion of the required courses [36 SH] with an overall grade point average of 3.0 on a 4.0 scale; and
   b. successful completion of the research component designated for each Option [BUS 6610, ACT 6695, or IS 6674, respectively] with a grade of "B" or better.
   c. successful completion of the capstone course [BUS 6611] with a grade of "B" or better.

C. Content:
1. Candidates for admission to the MBA degree program must hold an undergraduate degree in business administration or accounting, or have successfully completed the coursework or their equivalent in the following subject areas before attempting 6000-level course work:

   Management [MGT 3371, or equivalent]
   Marketing [MKT 3361, or equivalent]
   Finance [FIN 3331, or equivalent, or documented completion of the GMAC/M-Hill Pre-MBA Series Tutorial]
   Accounting [ACT 2291 & 2292, or 3395, or equivalent or documented completion of the GMAC/M-Hill Pre-MBA Series Tutorial]
   Legal Environment [LAW 3321, or equivalent]
   Economics [ECO 2251, or 2252, or equivalent]
   Information Systems [IS 2241, or equivalent, or documented completion of a MS Office workshop/certification, minimally in Word & Excel]
   Quantitative Methods [QM 2241, or documented completion of the GMAC/M-Hill Pre MBA Series Tutorial]
   Global Issues [International business related course]

These foundation requirements to enter the MBA degree program ensure that students have acquired a common body of knowledge in business administration.
Along with the courses above, students entering the Accounting Option must have completed a degree in Accounting or minimally, the following courses, based on accounting standards, auditing standards, and tax laws that are prevalent in the United States:

- ACT 3392 Intermediate Accounting I
- ACT 3393 Intermediate Accounting II
- ACT 3394 Governmental Accounting
- ACT 4494 Income Tax Accounting I
- ACT 4495 Income Tax Accounting II
- ACT 4497 Auditing

2. The MBA degree offers three, 36 semester-hour Options: Accounting, Information Systems, and General Management. All Options require six [6] core courses and six [6] option courses as follows:

**Required Core Courses:**
- ACT 6691 Managerial Accounting
- BUS 6611 Business Strategy
- ECO 6651 Managerial Economics
- FIN 6631 Managerial Finance
- MKT 6661 Marketing Management
- IS 6679 Management Information Systems

**Accounting Option Courses:** (Troy Campus Only)
- ACT 6692 Advanced Accounting Problems
- ACT 6694 Income Tax Research
- ACT 6695 Accounting Research & Communication
- ACT 6698 Advanced Auditing
- ACT 6699 Advanced Accounting Theory
- LAW 6600 Business Law for Accountants

**Information Systems Option Courses:**
- IS 6672 Information Systems and Business Strategy
- IS 6674 Information Systems Management
- IS 6676 E-Commerce for Global Business
- MAN 6673 Operations Management
  [Two approved electives]

**General Management MBA Option Courses:**
- BUS 6610 Business Research
- HRM 6603 Human Resource Management, or HRM 6645 International Human Resource Management for International Sites
- MAN 6673 Operations Management
- MGT 6671 Organizational Behavior
  [Two approved electives]

For Options other than the Accounting Option, select two [2] courses from the approved list of electives:
- BUS 6601 Business and Professional Communication
- BUS 6608-9 Thesis
- BUS 6613 Seminar in Business
- BUS 6625-6-7 Specialized Study
- ECO 6652 Macroeconomics and Forecasting
- HSA 6680 Health Services Administration and Policy
- HSA 6681 Legal and Social Issues in Health Administration
- HSA 6682 Health Care Planning and Management
- HSA 6683 Health Care Economics
- HSA 6684 Managed Healthcare
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRM 6601</td>
<td>Legal Environment of Employment Decisions</td>
</tr>
<tr>
<td>HRM 6603</td>
<td>Human Resource Management</td>
</tr>
<tr>
<td>HRM 6604</td>
<td>Labor Law</td>
</tr>
<tr>
<td>HRM 6619</td>
<td>Seminar in Human Resource Administration</td>
</tr>
<tr>
<td>HRM 6622</td>
<td>Human Resource Staffing</td>
</tr>
<tr>
<td>HRM 6623</td>
<td>Training and Human Resource Development</td>
</tr>
<tr>
<td>HRM 6632</td>
<td>Compensation and Benefits</td>
</tr>
<tr>
<td>MAN 6657</td>
<td>International Trade and Economics</td>
</tr>
<tr>
<td>MAN 6670</td>
<td>Seminar in International Management</td>
</tr>
<tr>
<td>MAN 6674</td>
<td>Ethics in Business</td>
</tr>
<tr>
<td>MAN 6677</td>
<td>Systems Management</td>
</tr>
<tr>
<td>MAN 6681</td>
<td>Organizational Development and Change</td>
</tr>
<tr>
<td>MAN 6682</td>
<td>Leadership and Motivation</td>
</tr>
<tr>
<td>IS 6672</td>
<td>Information Systems and Business Strategy</td>
</tr>
<tr>
<td>IS 6674</td>
<td>Information Systems Management</td>
</tr>
<tr>
<td>IS 6676</td>
<td>E-Commerce for Global Business</td>
</tr>
<tr>
<td>QM 6640</td>
<td>Quantitative Analysis for Managers</td>
</tr>
<tr>
<td>QM 6641</td>
<td>Decision Theory</td>
</tr>
</tbody>
</table>

3. A graduate level proficiency in business and management skills is gained by the student completing ACT 6691, BUS 6610, BUS 6611, ECO 6651, FIN 6631, HRM 6603, MAN 6673, IS 6679, MGT 6671, and MKT 6661.

4. The student completing BUS 6610, FIN 6631, ECO 6651, MAN 6673 and ACT 6691 gains a proficiency in decision-making techniques.

5. Knowledge of the concepts, processes, and institutions in marketing, distribution, production, and finance functions of business enterprise is gained by the student completing MKT 6661, ECO 6651, ACT 6691, MAN 6673 and FIN 6631.

6. The student completing BUS 6611 and ECO 6651 gains an understanding of the economic and legal environment of business enterprise along with consideration of the social and political influence of business.

7. The student completing ACT 6691, BUS 6610, ECO 6651, FIN 6631 and IS 6679 gains an understanding of the concepts and methods of accounting, quantitative techniques, and information systems. The application of information systems will supplement these courses where appropriate.

8. The student completing HRM 6603, MGT 6671 and BUS 6611 gains knowledge of organization design, organizational behavior, organizational development, interpersonal relationships, control and motivation systems, and communication.

9. The student completing BUS 6611 gains an understanding of administration processes under conditions of uncertainty including interpretive analysis and policy determination at the overall management level.

10. A graduate level proficiency in public accounting related knowledge and skills is gained by the Accounting Option student completing ACT 6691, ACT 6692, ACT 6694, ACT 6695, ACT 6698, ACT 6699, and LAW 6600.

11. Knowledge of the concepts and processes involved in the development and implementation of management information systems to support the financial, marketing, operational functions of business is gained through completing IS 6672, IS 6674, IS 6676, and IS 6679.
12. The student completing IS 6672 gains an understanding of how information system strategies support the overall strategies of the enterprise or organization.

13. The student completing MAN 6673 gains an understanding of the constraints, information requirements, and issues involved in managing production processes.

14. A graduate level proficiency in business and management skills is gained by the student completing ACT 6691, BUS 6611, ECO 6651, and FIN 6631.

15. Each subject area can be supplemented with BUS 6608/609, BUS 6613, or BUS 6625-6-7 if the student would like to research a particular topic of interest. The student also has a wide choice of elective courses from the MS in Management and/or the MS in Human Resource Management degree. This allows the student to tailor the program to his/her academic, employment background and/or specific course objective.

Thus, this program will provide students the opportunity to gain an understanding of the subject matter of business that will enhance their career opportunities.

Point #3: Expected Results

A. Annually, at least 75 percent of the students will pass the end of program comprehensive exam [a comprehensive case analysis administered as part of the capstone course, BUS 6611]. The Troy campus faculty will ensure commonality and standard administration through finalizing the exam content, methodology, and grading criteria. Exams will be graded by Troy faculty for Troy students, and by the relevant University College faculty for the University College students.

B. On the Graduating Student Exit Assessment Instrument at least 80% of respondents will rate the preparation in their major as Good or Excellent in the following areas:
   1. Subject matter and processes
   2. Strategies for applying skills in my field
   3. Management and organizational skills

C. The alumni one-year and five-year-out surveys will show that at least 80% percent of alumni will:
   1. In retrospect, rate their perception of the educational experience they had at TSU at that time, as Good or Excellent.
   2. Currently rate the graduate educational experience they had at TSU as Good or Excellent.
   3. Rate their overall experience at TSU as Good or Excellent.
   4. Rate their abilities and skills necessary to obtain employment in their field as Good or Excellent.
   5. Rate their academic experience at TSU as Good or Excellent.

Point #4: Assessment Instruments

A. Comprehensive case analysis examination administered as the final examination in the capstone course, BUS 6611.
B. The Graduating Student Exit Assessment Instrument.
C. One-year-out and five-year-out alumni survey.

Point #5: Procedure For Administering Assessment Instruments

A. All students will take a comprehensive case analysis examination as part of their BUS 6611 course. This exam tests the students’ competence to integrate and synthesize the business functions in the decision making process. The exam will constitute no less than 30% of the course grade, and students must achieve at least a B grade in the course. Each term, a committee of graduate faculty selects and submits a case study that is administered by the instructor of the BUS 6611 course. The case analysis will be evaluated using
standardized assessment criteria by at least two graduate faculty members, with the Troy faculty evaluating Troy campus students, and University College faculty evaluating University College students.

B. All students will complete a Student Exit Assessment Instrument as part of the graduation process at their location. Registrars at all locations will ensure that each student completes the instrument. For University College students, summaries will be sent quarterly to the Dean of Academic Affairs for University College. For Troy and Phenix City students, the summaries will be sent to the Dean, College of Business.

C. Alumni surveys will be sent to one-year-out and five-year-out graduates annually from the office of the Dean of Academic Affairs of University College for branch students, and by the OIRPE for Troy and Phenix City graduates.

D. Annually the results of these instruments, i.e., pass rate on comprehensive case analysis, Graduating Student Exit Assessment Instrument, and Alumni surveys of one-year-out and five-year-out graduates will be distributed to University College directors and faculty and the Troy campus dean, department chairs, and faculty in the College of Business.

Point #6: Statement of Responsibility For Annual Assessment

A. Persons/Positions Designated To Analyze The Results

1. Dean, College of Business
2. Assistant Dean, Sorrell College of Business
3. Dean of Academic Affairs, University College (for out-of-state offerings)
4. Directors, Phenix City, University College (for the TSU-PC offering)
5. Program Quality Committee (and other faculty committees when appropriate)

B. Persons/Positions Designated To Formulate, If Necessary, The Means To Strengthen Or Improve The Program

1. Dean, College of Business
2. Graduate Committee, Sorrell College of Business
3. Assistant Dean, Sorrell College of Business
4. Dean of Academic Affairs, University College (for out-of-state offerings)
5. Directors, Phenix City or University College, as appropriate
6. Program Quality Committee (and other faculty committees when appropriate)

C. Persons/Positions Designated To Be Responsible For Implementing The Plan For Improvement

1. Dean, College of Business
2. Assistant Dean, Sorrell College of Business
3. Dean of Academic Affairs, University College (for out-of-state offerings)
4. Directors, Phenix City or University College, as appropriate

D. Date Of Implementation of Plan For Improvement

Any review, discussion and plans for implementation that should be required if expected assessment results are not achieved will be documented by minutes and/or a report that is placed on file in the office Dean and the Assistant Dean.
SIX POINTS OF INSTITUTIONAL EFFECTIVENESS (SPIE)

NAME OF PROGRAM: EXECUTIVE MBA [TROY-PUBLIC]
COLLEGE: SORRELL COLLEGE OF BUSINESS
LOCATION: TROY, UNIVERSITY COLLEGE
COMPLETED BY: EARL INGRAM DATE OF SPIE: MAY 13, 2003
APPROVED BY: DEAN: T. A. RATCLIFFE PROVOST: __________

Point #1: Purpose Statement
The purpose of the Executive Master of Business Administration is to provide a master's level program offering graduates of baccalaureate programs who meet a stipulated professional experience prerequisite an opportunity to enable them to be successful in management positions in both the private and public sectors. The program is organized to support specific and general needs of professionally diverse groups of students. It provides advanced study in business administration to students who have acquired a common body of knowledge through education and professional experience. Through its Accounting Concentration the program is designed to qualify business graduates who have the prerequisite knowledge in accounting to sit for the CPA Exam. Minor modifications in curriculum allow the EMBA program to meet specific corporate or other organizational needs in contractual programs.

A. General Objectives
The objectives of the EMBA program are to further prepare students to:
1. develop problem solving skills required in a dynamic, and uncertain business environment
2. synthesize and apply knowledge, theories and concepts from various business disciplines in their problem solving analysis,
3. identify and develop alternative problem solutions,
4. evaluate and choose from among the alternatives identified, and
5. effectively communicate the results of their analyses.

B. General Business Knowledge:
EMBA graduates should have an understanding and be able to integrate and apply to organizational issues:
1. methods and concepts of financial reporting, analysis and markets;
2. the context of domestic and global economic environments of organizations;
3. concepts and practices related to the creation and distribution of goods and services;
4. concepts, processes, and institutions in marketing and distribution, operations management, and the financial functions of business enterprises;
5. consideration of the social and political influences of business;
6. concepts and methods of accounting, quantitative methods, and information systems;
7. how organizations can increase their effectiveness through design, facilitating interpersonal relationships, control and motivational systems, and communications; and
8. administrative processes under conditions of uncertainty including integrating analysis and policy determination at the overall management level.
C. **Skills.** EMBA graduates should be able to:

1. demonstrate how to perform in-depth research analysis regarding general business issues;
2. demonstrate an ability to use computer software for analysis and communication of business information;
3. demonstrate the ability to present the results and implications of applied research both orally and in a written format; and
4. demonstrate the ability to function effectively in work teams.

The MBA Executive Option is designed and implemented to fulfill the University’s purpose as follows:

“The University offers associate, bachelor’s, master’s, and education specialist degrees. It is dedicated to the preparation of students in a variety of fields in the arts and sciences, fine arts, business, communication, applied science, counseling, nursing, allied health sciences, as well as to its historic role in the preparation of teachers and its outreach partnership with public education........”

“Global in perspective, the University is committed to providing undergraduate and graduate education for regional, national, and international communities for both traditional and non-traditional students. Education programs are delivered by traditional as well as technological means.....”

**Point #2: Objectives**

**A. Structure:**

1. Students graduating with the EMBA [other than with the Accounting Concentration] will have completed core courses common for MBA students. In addition, graduates from the EMBA will complete a graduate course in the areas of Information Systems, Ethics, and three courses of interest to the individual student’s academic, employment background and/or specific career objectives selected from a restricted group of electives. The program will provide students the opportunity to gain and demonstrate an understanding of the subject matter that will enhance their career opportunities. The total graduate credit hours required for completion of the degree is 36 semester hours.

2. All students in the EMBA degree program will demonstrate the acquisition of the perspectives underlying the context for business through meeting a minimum of five year’s professional experience and the successful completion of a comprehensive prerequisite course, MAN 5501, Survey of Business Concepts.

3. Degree requirements include:
   1. completion of the required courses with an overall grade point average of 3.0 on a 4.0 scale;
   2. successful completion of the research component [BUS 6625] with a grade of “B” or better; and
   3. completion of the assessment exit instrument.

**B. Content:**

1. Candidates for admission to the EMBA must meet the following requirements:

   **Unconditional Admission**
a. A minimum of five years professional experience;
b. For the Accounting Concentration, a baccalaureate degree in accounting or successful completion of all accounting course prerequisites;
c. Letter of recommendation from current employer;
d. In the case of a contractual degree program, full-time employees of the designated company or organization;
e. Bachelor's or graduate degree from an accredited program; and
f. Completion of MAN 5501 [Survey of Business Concepts];
g. Minimum undergraduate cumulative grade point average of 2.5 on a 4.0 scale, or 3.0 on the last 30 semester hours [50 quarter hours]; and
h. Score at least 450 on GMAT.

Conditional Admission
Student not satisfying both the GMAT test score and GPA requirements [(g) & (h) above] for unconditional admission may be conditionally admitted to the program. After the student completes the first four graduate courses with a “B” or better average, the student will be granted unconditional admission. Students not satisfying conditional admission requirements will be dropped from the program for one calendar year at which time they must petition for readmission. The petition must be accompanied with a letter of recommendation from the student's organization and three members of the TSU graduate faculty from whom the student has completed graduate work in the EMBA program.

For the Accounting Concentration, students with a B.S. Degree in a field other than accounting must have completed the following courses or their equivalent:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT 3392</td>
<td>Intermediate Accounting I</td>
</tr>
<tr>
<td>ACT 3393</td>
<td>Intermediate Accounting II</td>
</tr>
<tr>
<td>ACT 3394</td>
<td>Governmental Accounting</td>
</tr>
<tr>
<td>ACT 4494</td>
<td>Income Tax Accounting I</td>
</tr>
<tr>
<td>ACT 4495</td>
<td>Income Tax Accounting II</td>
</tr>
<tr>
<td>ACT 4497</td>
<td>Auditing</td>
</tr>
</tbody>
</table>

The prerequisite accounting courses must be based on accounting standards, auditing standards, and tax laws that are prevalent in the United States.

These prerequisite requirements to enter the EMBA Program ensure that students have acquired a common body of knowledge in business administration.

2. All students graduating with an EMBA degree will have completed 36 semester hours of courses according to the concentration in which they are enrolled. The EMBA degree offers several 36 semester hour concentration options:
   a. Accounting
   b. Criminal Justice
   c. General Management
   d. Healthcare Management
   e. Information Systems

Required Prerequisite Course
MAN 5501 Survey of Business Concepts

Required Core Courses
ACT 6691 Managerial Accounting
FIN 6631 Managerial Finance
MGT 6671 Organizational Behavior
MKT 6661 Strategic Marketing Management
MAN 6674  Ethics in Business  
BUS 6611  Business Strategy  

Required in all concentrations other than Accounting  
QM 6640  Quantitative Analysis for Managers  
ECO 6651  Managerial Economics  
IS 6679  Management Information Systems  

Professional Concentrations:  

Accounting Concentration:  
ACT 6692  Advanced Accounting Problems  
ACT 6694  Income Tax Research  
ACT 6695  Accounting Research & Communication  
ACT 6698  Advanced Auditing  
ACT 6699  Advanced Accounting Theory  
LAW 6600  Business Law for Accountants  

Criminal Justice Concentration:  
CJ 6620  Current Trends In Criminal Law  
CJ 6624  Court Administration  
CJ 6625  Specialized Study (in the Administration of Criminal Justice)  

General Management Concentration:  
MAN 6673  Operations Management  
BUS 6625  Specialized Study in Business (with a Management focus)  
HRM 6603  Human Resource Management, or HRM 6645 International Human Resource Management for International Sites  

Healthcare Management Concentration:  
HSA 6680  Health Care Administration and Policy  
HRM 6603  Human Resource Management  
BUS 6625  Specialized Study in Business (with a Healthcare Management focus)  

Information Systems Concentration:  
IS 6674  Information Systems Management  
IS 6672  Information Systems and Business Strategy  
IS 6676  E-Commerce For Global Business  

3. Knowledge gained:  
   a. The student completing ACT 6691, BUS 6611, ECO 6651, FIN 6631, MGT 6671, HRM 6603, and BUS 6625 gains a graduate level proficiency in business and management skills.  
   b. The student completing MAN 6673, FIN 6631, ECO 6651, and ACT 6691 gains a proficiency in decision-making techniques.  
   c. A knowledge of the concepts, processes and institutions in marketing, distribution, production, and finance functions of business enterprise is gained by the student completing IS 6679, ECO 6651, ACT 6691, and FIN 6631.  
   d. The student completing BUS 6611, ECO 6651, HRM 6603, and MAN 6674 gains an understanding of the economic, social, and legal environment of a business enterprise, along with consideration of the social and political influence of business.
e. The student completing ACT 6691, MAN 6673, ECO 6651, IS 6679, and FIN 6631 gains an understanding of the concepts and methods of accounting, quantitative techniques, and information systems.

f. The student completing MGT 6671 and BUS 6611 gains knowledge of theory of organizations and organizational behavior, interpersonal relationships, control and motivation systems, and communication.

g. The student completing BUS 6611 and BUS 6625 gains an understanding of administration processes under conditions of uncertainty including interpretive analysis and policy determination at the overall management level.

h. The student completing the Accounting Concentration [ACT 6692, 6694, 6695, 6698, 6699, and LAW 6600, gains an understanding of the accounting concepts, principles and methods in accounting needed to enter the field of professional accounting.

4. The following elective concentrations and courses have been identified and will be added upon demand:

**MIS Concentration**
- Information Systems Management [IS 6674]
- Information Systems And Business Strategy [IS 6672]
- E-Commerce For Global Business  [IS 6676]

**Global Marketing Concentration**
- Applied Research Project in Global Marketing [BUS 6625]
- Global Marketing Seminar [MKT 66XX]
- Strategic Marketing Channels [MKT 66XX]

**International Business Concentration**
- Seminar in Intl Finance and Banking [FIN 6XXX]
- Seminar in International Trade [MAN 6657]

**Financial Institutions**
- Applied Research Project in Financial Institutions [BUS 6625]
- Bank Regulatory Law  [FIN 66XX]
- Asset/Liability Management  [FIN 66XX]

**Risk Management**
- Applied Research Project in Risk Management [BUS 6625]
- Property & Liability Risk Management  [FIN 66XX]
- Life and Health Insurance [FIN 66XX]

Given these factors, this program will provide students the opportunity to gain an understanding of the subject matter of business that will enhance their career opportunities.

**Point #3: Expected Results**

A. At least 90 percent of the students will satisfy the requirements of the capstone course and the applied research project with a grade of B or better. A panel of Sorrell College of Business faculty members will review final exams in the capstone course, once completed and graded by the instructor, to ensure standardization. The applied research project will be presented to a panel of faculty and practitioner subject matter experts.
B. On the Graduating Student Exit Assessment Instrument at least 80% of respondents will rate the preparation in their major as Good or Excellent in the following areas:
1. Subject matter and processes
2. Strategies for applying skills in my field
3. Management and organizational skills

C. The alumni one-year and five-year-out surveys will show that at least 80% percent of alumni will:
1. In retrospect, rate their perception of the educational experience they had at TSU at that time, as Good or Excellent.
2. Currently rate the graduate educational experience they had at TSU as Good or Excellent.
3. Rate their overall experience at TSU as Good or Excellent.
4. Rate their abilities and skills necessary to obtain employment in their field as Good or Excellent.
5. Rate their academic experience at TSU as Good or Excellent.

Point #4: Assessment Instruments
A. Capstone course and applied research project
B. The Graduating Student Exit Assessment Instrument.
C. One-year-out and five-year-out alumni survey.

Point #5: Procedure For Administering Assessment Instruments
A. All students complete a capstone course [BUS 6611] and an applied research project that is evaluated at the end of the program.
B. All students will complete a Student Exit Assessment Instrument. The summaries will be submitted to the Dean, College of Business. For University College locations, the summaries will be submitted to the Academic Dean of University College.
C. Alumni surveys will be forwarded to one-year-out and five-year-out graduates annually from the Dean, College of Business. For University College locations, Alumni surveys will be forwarded to the Academic Dean of University College.
D. Annually the results of these instruments, [i.e., performance in the capstone course and applied research project, Graduating Student Exit Assessment Instrument, and alumni surveys of one-year-out and five-year-out graduates] will be distributed to Dean, department chairs, and faculty in the College of Business.

Point #6: Statement of Responsibility For Annual Assessment
A. Persons/Positions Designated To Analyze The Results
   1. Dean, College of Business
   2. Assistant Dean, Sorell College of Business
   3. Dean of Academic Affairs, University College (for out-of-state offerings)
   4. Directors, University College (for out-of-state offerings)
   5. Program Quality Committee (and other faculty committees when appropriate)

B. Persons/Positions Designated To Formulate, If Necessary, The Means To Strengthen Or Improve The Program
1. Dean, College of Business
2. Graduate Committee, Sorrell College of Business
3. Assistant Dean, Sorrell College of Business
4. Dean of Academic Affairs, University College (for out-of-state offerings)
5. Directors, University College, (for out-of-state offerings)
6. Program Quality Committee (and other faculty committees when appropriate)

C. Persons/Positions Designated To Be Responsible For Implementing The Plan For Improvement

1. Dean, College of Business
2. Assistant Dean, Sorrell College of Business
3. Dean of Academic Affairs, University College (for out-of-state offerings)
4. Directors, University College, (for out-of-state offerings)

D. Date Of Implementation of Plan For Improvement

Any review, discussion and plans for implementation that should be required if expected assessment results are not achieved will be documented by minutes and/or a report that is placed on file in the office Dean and the Assistant Dean.
STUDENT COURSE CRITIQUE
TROY STATE UNIVERSITY
INSTRUCTOR, COURSE, and INSTITUTIONAL EVALUATION

Your opinion of your educational experiences at Troy State University is important. The results will be used to help improve TSU programs.

What is your Program level?  [ ] AA/AS  [ ] BS/BAS  [ ] MASTERS  [ ] OTHER
What is your age?  [ ] 19 or Less  [ ] 20-29  [ ] 30-39  [ ] 40-49  [ ] 50-59  [ ] 60 or Above
Please mark one...  [ ] Female  [ ] Male
Please mark one...  [ ] Asian  [ ] African American  [ ] Hispanic  [ ] Native American  [ ] White

Using the following scale, use a #2 pencil only
Complete your responses to the following statements by filling in the appropriate box
5=strongly agree 4=agree 3=neutral 2=disagree 1=strongly disagree 0=not applicable

SECTION I – INSTRUCTOR EVALUATION
1. The professor was always prepared for class.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
2. The professor demonstrated knowledge of the subject matter.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
3. The professor presented the subject matter clearly.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
4. The professor encouraged class participation.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
5. The professor clarified material for the student when requested.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
6. The professor showed an interest in student achievement.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
7. The professor kept appointments with students, including online DL discussions.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
8. The professor reported grades to the students promptly.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
9. The professor graded fairly.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0

SECTION II – COURSE EVALUATION
10. The course was well planned and organized.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
11. The objectives and requirements were clearly defined.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
12. The assignments increased understanding of the subject matter.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
13. The professor was available for assistance outside of class.  (office hours, phone, fax, e-mail, etc)  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
14. Sufficient tests and graded assignments were given to ensure fair evaluation.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
15. Audio-visual aids including overheads, videos, and DL online discussion boards, etc. were used well in the teaching process.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
16. The text was appropriate for this course.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
17. Use of technology (computer applications, Internet research, etc) was appropriately integrated into this course.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
18. Library/electronic research resources were available and accessible to support course requirements.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
19. The course was adequately challenging for the level of instruction.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0

SECTION III – INSTITUTIONAL EVALUATION
20. The office staff was responsive to your needs.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
21. The TSU advisor was helpful.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
22. Library resources and services were beneficial for this course.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
23. The TSU Library staff provided useful assistance.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
24. The TSU online library services helped to access materials and information.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
25. Information on the TSU Web Site was relevant to this course.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
26. The purchase of textbooks was accomplished with ease.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
27. Courses of your degree were scheduled when you needed them.  [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1 [ ] 0
GRADUATING STUDENT QUESTIONNAIRE
GRADUATING STUDENT QUESTIONNAIRE
University College – Troy State University

The purpose of this survey is to obtain graduating student opinions of the undergraduate and graduate programs within University College of Troy State University. Your responses will be combined with the responses of other students to help determine strategic plans for the future of degree programs at Troy State. These plans will provide academic and administrative guidelines to ensure that Troy State graduates are adequately prepared to advance their civilian and/or military careers. Please answer the following questions in an honest straightforward manner. Your responses will be kept in strictest confidence. Thank you.

Classification

1. A. Which degree program did you complete at Troy State University?

B. Campus Location? (State or Country) ______________________
C. Year Graduated? ______________________

2. Please indicate your main reason for selecting this degree program.

______ A. Employment Availability
______ B. Career Enhancement
______ C. Earnings Opportunity
______ D. Interesting Learning Experience
______ E. Suggested by Friends/Relatives
______ F. Other, please specify ______________________

3. What was the main reason for selecting Troy State’s degree program?

______ A. Earnings Opportunity
______ B. Career Enhancement
______ C. Relatively Low Tuition
______ D. Convenience (Time and Travel)
______ E. Influence of friends/relatives
______ F. Other, please specify ______________________

4. My level of satisfaction with my selected Troy State University degree program is:

______ A. Extremely High
______ B. High
______ C. Neutral
______ D. Low
______ E. Extremely Low

Comments: ______________________
Academic Areas of Troy State University

5. The grades I received in my degree program were representative of what I learned.

- [ ] A. Strongly Agree
- [ ] B. Agree
- [ ] C. Neutral
- [ ] D. Disagree
- [ ] E. Strongly Disagree
- [ ] F. No Opinion

6. Based on your perceptions of the degree of effort required to achieve an “A” grade in your degree program courses at TSU, how would you rank TSU against other Universities/Colleges you have attended.

- [ ] A. High degree of effort
- [ ] B. Moderate degree of effort
- [ ] C. Low degree of effort
- [ ] D. Other, please specify __________________________

7. Courses in my degree program provided useful information in my chosen career field.

- [ ] A. Strongly Agree
- [ ] B. Agree
- [ ] C. Neutral
- [ ] D. Disagree
- [ ] E. Strongly Disagree
- [ ] F. No Opinion

8. Troy State University’s courses stimulated my intellectual thinking concerning the subject area.

- [ ] A. Strongly Agree
- [ ] B. Agree
- [ ] C. Neutral
- [ ] D. Disagree
- [ ] E. Strongly Disagree
- [ ] F. No Opinion

Comments__________________________

__________________________
9. In your TSU degree program, do you feel the instructors were: (circle Yes, No or No Opinion)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes 0 (0%)</td>
<td>No 0 (0%)</td>
<td>No Opinion 0 (0%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No 0 (0%)</td>
<td>No Opinion 0 (0%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Opinion 0 (0%)</td>
<td>No Opinion 0 (0%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments:_________________________________________________________________________________________

10. Library reference materials were available for my research assignments.

<table>
<thead>
<tr>
<th>Opinion</th>
<th>A. Strongly Agree</th>
<th>B. Agree</th>
<th>C. Neutral</th>
<th>D. Disagree</th>
<th>E. Strongly Disagree</th>
<th>F. No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
</tr>
</tbody>
</table>

Comments:_________________________________________________________________________________________

11. Computers and computer software were adequate to support the purpose and objectives of the degree program.

<table>
<thead>
<tr>
<th>Opinion</th>
<th>A. Strongly Agree</th>
<th>B. Agree</th>
<th>C. Neutral</th>
<th>D. Disagree</th>
<th>E. Strongly Disagree</th>
<th>F. No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
<td>____________</td>
</tr>
</tbody>
</table>

Comments:_________________________________________________________________________________________
12. Considering your total education at TSU, do you feel that you have been adequately prepared to achieve your personal and professional goals?

   _____ A. Yes
   _____ B. No
   _____ C. No Opinion

   Comments: ____________________________________________

13. What improvements in your chosen TSU degree program would you suggest?

   ______________________________________________________

   ______________________________________________________

   ______________________________________________________

   Non-Academic Areas of Troy State University

14. The following services were responsive to my needs:

   A. Business Office

   _____ 1. Strongly Agree
   _____ 2. Agree
   _____ 3. Neutral
   _____ 4. Disagree
   _____ 5. Strongly Disagree
   _____ 6. No Opinion

   Comments: __________________________________________

   ______________________________________________________

   B. Registration & Records

   _____ 1. Strongly Agree
   _____ 2. Agree
   _____ 3. Neutral
   _____ 4. Disagree
   _____ 5. Strongly Agree
   _____ 6. No Opinion

   Comments: __________________________________________
C. Financial Aid

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree
6. No Opinion

Comments:

--------------------------------------

D. Counseling

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree
6. No Opinion

Comments:

----------------------------------------

15. A. Are you currently employed?

1. Yes
2. No

B. If yes, what is the nature of your employer’s business?

1. Manufacturing
2. Education
3. Retail/Wholesale
4. Construction
5. Self Employment
6. Military
7. Other, Please Specify

16. What is your age?

A. 18-29
B. 30-39
C. 40-49
D. 50-59
E. 60 or above
17. Gender:

A. Male
B. Female

18. Your Ethnicity:

A. Asian
B. Native American
C. Hispanic
D. Black
E. White
F. Other

19. Please indicate your current personal annual gross income range:

A. Under $15,000
B. $15,000 - $29,999
C. $30,000 - $39,999
D. $40,000 - $49,999
E. $50,000 - $59,999
F. $60,000 - $69,999
G. $70,000 or above

Thank you for your responses.
FACULTY ROSTER
<table>
<thead>
<tr>
<th>Name</th>
<th>Most Advanced Degree &amp; Discipline</th>
<th>Other Degrees</th>
<th>Courses Taught</th>
<th>Other Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bach, Nguyen Luong</td>
<td>Ph.D., Auburn University</td>
<td>MBA, Finance</td>
<td>MAN - 5501</td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td>Ph.D., University of Texas-Arlington</td>
<td>M.B.A., Auburn University B.A., Auburn University</td>
<td>MGT 6671 HRM 6603 BUS 6610</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ph.D., Georgia State University</td>
<td>M.A., University of Georgia B.S., Mercer University</td>
<td>ECO 6651</td>
<td></td>
</tr>
<tr>
<td>Lin, Hsiou-Wei</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADJ</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Findley, Hank</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoyt, James</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ingram, Earl</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lovik, Lawrence</td>
<td>Ph.D., University of Arkansas.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Matuszek, Tish</td>
<td>Ph.D., University of Texas-Arlington</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merkel, Edward</td>
<td>Ph.D., Northern Illinois University</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bibbins, Wilfred</td>
<td>Ph.D., University of Arkansas.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irwin, John</td>
<td>Ph.D., Florida State University</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drewry, Aubery</td>
<td>Ph.D., University of Virginia</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADJ</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capozzoli, Ernest</td>
<td>Ph.D., University of Mississippi</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADJ</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Updated: 6/24/2003
<table>
<thead>
<tr>
<th>Name</th>
<th>Most Advanced Degree &amp; Discipline</th>
<th>Other Degrees</th>
<th>Courses Taught</th>
<th>Other Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glennie, John FT</td>
<td>DBA, George Washington University.</td>
<td>MBA, Indiana University BA, Denison University</td>
<td>BUS 6601, BUS 6613, MAN 6674, MKT 6661, ECO 6651, ECO 6652</td>
<td></td>
</tr>
<tr>
<td>Krishnamoorthy, Anand FT</td>
<td>PhD, Florida Atlantic University</td>
<td>MSM, Purdue University B.S., Purdue University</td>
<td>MAN 6674, BUS 6610, BUS 6611, FIN 6631, QM 6640</td>
<td></td>
</tr>
<tr>
<td>Gaillard, Franklin ADJ</td>
<td>Ph.D., Old Dominion University</td>
<td>MBA – Old Dominion University BS – Howard University MS – The American University</td>
<td>BUS 6610, PA 6679 (IS 6679)</td>
<td></td>
</tr>
<tr>
<td>Kulkarni, Mohina S. ADJ</td>
<td>PhD in Commerce University of Mumbai, India</td>
<td>M. of Commerce University of Mumbai, India B. of Commerce University of Mumbai, India</td>
<td>ACT 6691, BUS 6613, 6625</td>
<td></td>
</tr>
<tr>
<td>Minsky, Barbara D. FT</td>
<td>PhD in BA LSU State University</td>
<td>MBA University of Tennessee at Chattanooga MS in Education Brooklyn College, City University of New York BA of Psychology Brooklyn College, City University of New York</td>
<td>HRM 6603, 6622, 6623, 6645, 6676, 6698</td>
<td></td>
</tr>
<tr>
<td>Shetty, M. V. ADJ</td>
<td>PhD in Management Sc. Dr. B. A. M. University, India</td>
<td>Post-Grad. Diploma in Mgmt. India Institute of Management, Bangalore B. of Engineering University of Mysore</td>
<td>BUS – 6611, 6613, 6625 MKT – 6661, 3361</td>
<td></td>
</tr>
<tr>
<td>Werling, Steve FT</td>
<td>DBA, University of Kentucky</td>
<td>MBA – University of Dayton BCS – Tiffin University</td>
<td>HRM 6603</td>
<td></td>
</tr>
<tr>
<td>Forrer, Donald ADJ</td>
<td>DBA, Nova Southeastern University</td>
<td>MS – Central Michigan University BA – Capital University</td>
<td>BUS 6611 IS 6679 MAN 5501 MAN 6673 MAN 6674 MGT 6671</td>
<td></td>
</tr>
</tbody>
</table>

Full-Time Faculty – FT, Adjunct Faculty – ADJ
FACULTY EVALUATION SYSTEM
COMPREHENSIVE FACULTY EVALUATION PLAN

This evaluation plan is developmental in that it emphasizes documenting progress toward goal attainment. It is tied directly to the Faculty Handbook in all of its elements and to the development of a portfolio that will serve as a basis for promotion and tenure application. It is designed to allow the Department Chair/Supervisor to guide faculty members through the promotion and tenure process in an advocacy role.

This plan is not intended to be an exhaustive or exclusive program for portfolio development. It is a framework which may also include peer evaluations, student evaluations, and other types of data. The annual cycle is defined as summer, fall, and spring terms; i.e., one complete academic year.

1. PROFESSIONAL DEVELOPMENT PLAN — submitted annually by all Faculty Members by October 15.

2. YEAR-END SELF EVALUATION — submitted annually by all Faculty Members by August 15.

3. SUPERVISOR’S REVIEW — required yearly for ALL Faculty; submitted by supervisor by September 15.

4. Copies will be filed in the Dean’s Office and the Provost’s Office.

5. Copies will be made available to the Faculty Promotion and Tenure Committee, and other University committees, as appropriate.
PROFESSIONAL DEVELOPMENT PLAN

Name

Highest Degree Field

Rank

Date of appointment to current rank

Date of initial employment at TSU

Will you be eligible for promotion in this academic year?

Instructions: Using the applicable portions of the Faculty Handbook Sections 3.1; 3.2; 3.3; 3.4; 3.5; and 3.6. together with the relevant items from the Supervisor's Review. describe your goals for professional development during the academic.

Part I. TEACHING (3.4.2) Weight: ____________ (60% - 80%)

NOTE: Include Academic Advisement.

Part II. SCHOLARLY & CREATIVE ACTIVITIES (Combine 3.4.5 & 3.4.6) Weight: ____________ (10%-30%)
Part III. SERVICE (Combine 3.4.4 and 3.4.7) Weight ________ (10%-30%)

Part IV. OTHER PLANS FOR PROFESSIONAL DEVELOPMENT

Faculty Member’s Signature

Date

Supervisor’s Review

I certify that I have reviewed this Professional Development Plan.

Supervisor’s Signature

Date

Remarks:
YEAR-END SELF EVALUATION

INSTRUCTIONS: Summarize the completion of goals in each area:

I. TEACHING (INCLUDING ACADEMIC ADVISEMENT)

II. SCHOLARLY & CREATIVE ACTIVITIES

III. SERVICE

IV. OTHER

ADDITIONAL ACTIVITIES COMPLETED (Not Included on Professional Development Plan: add additional pages as necessary)

Faculty Member’s Signature_________________________________________ Date________________

I certify that I have reviewed this Year-End Self Evaluation.

Supervisor’s Signature____________________________________________

Date:___________________

Remarks:
SUPERVISOR'S REVIEW OF FACULTY PERFORMANCE

TEACHING

Section 1: Student Evaluation

Instructions: In this section, 3.4.2 Student Evaluation, insert the average of all courses evaluated for the year using the Instructor and Course Assessment scores for item 1-9.

1. was prepared for class
2. demonstrated knowledge of the subject matter
3. presented subject matter clearly
4. encouraged class participation
5. clarified material for the student when requested
6. showed an interest in student achievement
7. kept appointments with students
8. reported grades to the students promptly, including mid-term grades
9. graded fairly

Section 2: Supervisor’s Evaluation

Instructions: Rate the Faculty member being evaluated on a scale from low to high with 1 being the lowest rank and 5 the highest rank (NA=Not Applicable).

1. demonstrates command of subject ................................ NA 1 2 3 4 5
2. organizes subject matter clearly .................................. NA 1 2 3 4 5
3. maintains knowledge of current developments in teaching discipline ... NA 1 2 3 4 5
4. relates subject matter to other areas .............................. NA 1 2 3 4 5
5. motivates students and broadens students interest in the subject ...... NA 1 2 3 4 5
6. uses effective teaching methods and strategies ..................... NA 1 2 3 4 5
7. available for and effective in academic and career advising .......... NA 1 2 3 4 5
8. effective in directing students in clinical, internship, or thesis work .... NA 1 2 3 4 5
9. demonstrates integrity and objectivity in teaching .................. NA 1 2 3 4 5
10. uses class time efficiently ........................................ NA 1 2 3 4 5
11. creative and innovative in designing and presenting instruction ........ NA 1 2 3 4 5
12. demonstrates adherence to established policies and procedures of the University .............................................. NA 1 2 3 4 5
13. works effectively with other faculty members ....................... NA 1 2 3 4 5
14. prepares properly and adheres to course syllabi ..................... NA 1 2 3 4 5
15. utilizes effectively available technology ............................ NA 1 2 3 4 5
16. advises and mentors students effectively ........................... NA 1 2 3 4 5

Scholarly & Creative Activities

Instructions: The supervisor will review the Faculty Member’s Year-End Self-Evaluation and provide an explanation for appropriate items in accordance with the category items. Any exceptions will be recommended by the Supervisor and approved by the Dean. Supporting evidence will be provided for goal accomplishment.

Section I: Scholarship

Items

1. Publications (refereed)

2. Artistic works/performance (recognized quality)

3. External research grants & projects obtained

4. Inventions & Patents
5. Publications (non-refereed)

6. Paper (refereed) presentation before learned societies

Section 2: Professional Competence

7. Receipt of awards, fellowships, internal grants, etc.

8. Advanced degree, post-doctoral education, certifications, clinical practice, etc.

9. Appointment or election in a scholarly or professional capacity to state, regional, or national post

10. Participation in conference or professional organizations

11. Creation of educational materials

12. Review of scholarly work

13. Poster sessions/presentations (non-refereed papers)
14. Submitted research grant (external to university)

15. Papers submitted & waiting publication (one/AY)

16. Participation in special program, WAC, etc.

Exceptions:

Faculty Member ____________________________ Supervisor ____________________________

EXCEPTION: RECOMMENDED ________________________SUPERVISOR

EXCEPTION: APPROVED _________________________DEAN
SERVICE

Instructions: The Supervisor will review the Faculty Member's activities and provide an explanation for appropriate items in accordance with the category items. Supporting evidence will be provided for goal accomplishment.

Section 1: Service to the University

Items

1. Service on and participation in the business of University-wide standing or ad-hoc committees and councils:
   a. Chairperson
   b. Member

2. Service to and participation in the business of the regular faculty.

3. Service as a sponsor of or advisor to student groups and student organizations.

4. Fulfillment of special assignments (e.g., administrative assignments, recruitment, research for the University accreditation studies).

5. Service in support of student recruitment.

6. Directing or managing an administrative unit: managing programs or projects.
Section 2: Service To The College/School

7. Service to and participation in the business of college/school standing or ad hoc committees and councils:
   a. Chairperson
   b. Member

8. Service to and participation in the business of the faculty.

9. Service as a faculty advisor for student organizations and activities.

10. Service as a supervisor or sponsor for student interns.

11. Attendance or participation in college/school or campus functions and activities.

Section 3: Service To The Community

12. Service in the individual's professional area as a consultant or in a research capacity to public or private agencies.
13. Service as a resource person.

14. Speeches and lectures to community groups.

15. Active participation in community activities which enhance the image of the University.

16. Service provided to promote continuing education and professional development within the community.

17. Civic organizations:
   a. Officer
   b. Member

Exceptions:

RECOMMENDED ___________________________ SUPERVISOR

APPROVED ___________________________ DEAN

Documentation:
Letters of recognition, appreciation, confirmation, or appointment.
Copies of awards, grants, or fellowships.
Copies of in-house publications, books, inventions, copyrights, patents, paper presentations, conference, workshop, or seminar sessions.
Supervisor evaluations.
Peer reviews.
Student evaluations of instruction.
Nondisciplinary research or publications.
Special recognitions.
Overall Evaluation

Remarks:

1. Teaching (Including Advisement)

2. Scholarly & Creative Activities

3. Service

4. Other (add additional pages as needed)
Supervisor's Signature ___________________________ Date __________________

Faculty Member's Review
I certify that I have reviewed this evaluation by my supervisor.

Faculty Member's Signature ___________________________ Date __________________

Remarks:
FACULTY SURVEY
Troy State University
FACULTY SURVEY

Thank you in advance for taking the time to complete this survey. The results will help TSU University College better support its faculty and also assess the academic utility of the scheduling format.

COURSE____________________ TER ______________
ACADEMIC YEAR__________ SITES ______________

1. In general were you provided with sufficient support by the TSU staff at your teaching site?

YES__________ NO__________

2. Which describes the access arrangements that you encountered at the site?

___ Staff assisted me with travel and lodging arrangements.

___ Each session I was given keys by a TSU representative for classroom and/or building.

___ Each session I was met by a TSU representative who opened my classroom and/or building.

___ Each session I found the classroom and/or building already opened.

___ At least one session I found the classroom and/or building locked and had to arrange access myself.

3. Did you find in your classroom the things that you needed to teach? (dry board marker, eraser, podium, equipment in working order. Etc.)

YES__________ NO__________

4. How many weeks before the first class meeting had you sent your class syllabus to the site for distribution?__________ weeks.

5. How would you describe your overall teaching experience at this location?

Excellent__________ Fair__________

Good__________ Poor__________ Very Poor__________
6. Was this the first time that you had ever taught THIS course or the first time in a long time?

YES _________  NO _________

7. Did you find that most students had received the syllabus and books in time to properly prepare for this course?

YES _________  NO _________

8. Comments that you would like to make about the support received.

________________________________________________________________________
________________________________________________________________________

9. Would you say the format for this course allowed your students to achieve the level of knowledge comparable to what you would be achieved under a more traditional course schedule?

YES _________  NO _________

10. Did you use a computer lab for your instructions?

YES _________  NO _________

If yes was it working properly?  YES _________  NO _________

If No why not? __________________________________________________________

ADDITIONAL COMMENTS:

THANK YOU FOR YOUR RESPONSES
Please mail completed survey to:
Dean of Academics of University College
Troy State University
Adams Administration Building
Troy, Al 36082
Phone: 334-670-3619
MEMORANDUM OF UNDERSTANDING
BETWEEN
INTERNATIONAL COLLEGE OF IT AND MANAGEMENT LIBRARY
AND
TROY STATE UNIVERSITY

I. STATEMENT OF PURPOSE:

This Memorandum of Understanding (MOU) details the extent to which the INTERNATIONAL COLLEGE OF IT AND MANAGEMENT Library (ICIM LIBRARY) and Troy State University (TSU) agree to the terms by which TSU faculty and students enrolled in TSU programs at the following address:

ICIM
46 Nguyen Truong To St.
Ba Dinh Dist.
Hanoi - Vietnam

may utilize the resources and services of ICIM LIBRARY in accordance with access and services policies in force for ICIM students.

II. STATEMENT OF CONFIDENTIALITY:

TSU requests that ICIM LIBRARY holds all patron records in confidence, following ICIM LIBRARY guidelines, except insofar as such records must be divulged to TSU, or their agent. Further, ICIM LIBRARY is requested to consult TSU prior to taking any external action involving release of patron records.

III. ICIM LIBRARY SERVICES INCLUDE:

A. Borrowing privileges for general collection circulating materials in accordance with ICIM LIBRARY policies governing borrowing by students and external users;
B. Access, according to established policies governing in-library use of reference, non-print materials, serials, microforms, and databases accessible to the students and public;
C. Access to the online public access catalog in the library, and remotely, via the WWW, if any at ICIM LIBRARY;
D. Reference services in accordance with policies governing reference assistance to the students and the general public;
E. Access to online and CD-ROM and bibliographic databases available to the students and the general public for in-library use; and
F. Use of public terminals for Internet access, etc. under the guidelines established for use by the students and external users.

IV. PROCEDURES FOR OBTAINING BORROWING PRIVILEGES:

A. TSU students and faculty from the TSU will be granted borrowing privileges at ICIM LIBRARY.
B. TSU students enrolled in TSU program, and faculty, must apply in person and provide identification.
C. Borrowing privileges will be granted under the terms of ICIM LIBRARY's borrowing guidelines.

V. LIABILITY:

TSU will not be liable of any outstanding library obligations. The individual borrowers will bear all liability according to the terms of ICIM LIBRARY.

VI. This Memorandum of Understanding is effective upon signature of the representatives designated below and shall continue until termination. Termination may be effected by either party upon 120 days written notice.

Mr. Hoan D. Nguyen
Chairman of the Board

Dr. Thomas D. Halbert
South East Asia Regional Director
Troy State University

Date

Date
Library Resources
ICIM library will have a total volume of 360 academic books with 184 titles. This book list is as according to the booklist for all texts and reference materials of TSU programme provided by INTI and also the required book list provided by TSU. Please refer to the file attached for the list of titles. There are also 224 books in the library for self learning for the language and IT courses. Moreover, there are also a total of 20 cassettes, 20 diskettes, 90 videos and 170 CD-Roms to facilitate the self learning IT and Language courses.
### Additional Internet Resources

<table>
<thead>
<tr>
<th>Business</th>
<th>Education / Psychology</th>
<th>Humanities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Science / Medical</td>
<td>Social Science</td>
<td>Sports Medicine / Athletic Training</td>
</tr>
<tr>
<td>International</td>
<td>Small Business</td>
<td>Children's Literature</td>
</tr>
<tr>
<td>Business</td>
<td>Resources</td>
<td></td>
</tr>
<tr>
<td>TSU Distance Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Resources</td>
<td>Reference Shelf</td>
<td>Search Engines</td>
</tr>
<tr>
<td>TSU Faculty Web Pages</td>
<td>Government Information</td>
<td>Citation and Style Manuals</td>
</tr>
<tr>
<td>Library Catalogs</td>
<td>Newspapers</td>
<td>Internet Tutorials</td>
</tr>
</tbody>
</table>

---

TSU Troy Library  
TSU Libraries  
Troy State University

4/23/2003
Business Internet Links

Accounting

- The Accountant's Home Page (http://www.computercpa.com)
  A collection of Web resources for certified public accountants and financial accountants.

- American Accounting Association (http://www.aaa-edu.org/)
  Features the American Accounting Association (AAA), a professional research and education association based in Sarasota, Florida. Posts research papers, committee reports, meeting notes and a directory of accounting firms. Also includes links to other accounting related resources on the web.

- Tax and Accounting Sites Directory (http://www.taxsites.com)
  Includes resources federal tax law, state taxes, international tax, tax forms, tax tips, Internal Revenue Service (IRS) sites, policy groups, associations, software, government, finance and law.

Computer Science

- Ask the Dummies Answer Network (http://answer.dummies.com)
  Ask Jeeves (Ask.com) and Hungry Minds (publisher of the for Dummies series) have teamed up to provide answers to your computer and technology questions.

- C/NET The Computer Network (http://www.cnet.com/)
  Computer and information science resources and links.

- Online Dictionary of Computing
  (http://wombat.doc.ic.ac.uk/foldoc/index.html)
  Dictionary of computer and technology terminology.

- TechTV (http://www.techtv.com)
  Formerly ZD-TV, this site provides useful information for computer users of varying technical ability, and information from each of its television shows.

Economics and Finance

- CompaniesOnline3 (http://www.companiesonline.com/)
Information on over 75,000 public and private companies in the U.S. or the Web. Detailed information available after (free) registration.

- CNNfn (http://www.cnnfn.com/)
  Financial news, U.S. and world stock market indexes, stock, mutual, and money market quotes.

- EDGAR, the Electronic Data Gathering, Analysis, and Retrieval System (http://www.sec.gov/edgarhp.htm)
  Consists of electronic filings by corporations to the U.S. Securities and Exchange Commission.

- FinWeb (http://www.finweb.com/)
  A meta-resource for financial and economic resources collected all over the Internet.

- Public Register Annual Reports Service (http://www.prars.com/)
  A source to order annual reports for free, registration is not required.

- Resources for Economists on the Internet (http://econwpa.wustl.edu/EconFAQ/EconFAQ.html)
  A useful guide to economics resources produced by Bill Goffe at the University of Southern Mississippi.

  Up-to-the-minute quotes of major markets and indexes from CNN. Fifteen-minute delay with automatic updates.

Management

- American Management Association International (http://www.amanet.org)
  Includes Association information and publications information plus an electronic newsletter, Trend Watch.

- Institute of Management and Administration (http://www.ioma.com)
  "A leading source of business and management information on the Internet."

Marketing

- BigBook (http://www.bigbook.com)
  Search for 16 million business in the U.S. by name, category, and location.
Background Notes (http://www.state.gov/r/pa/bgn/)
"U.S. Department of State Background Notes provide information on geographic entities and international organizations."

Country Commercial Guides
(http://www.usatrade.gov/website/ccg.nsf/ccghomepage?openform)
"Country Commercial Guides are prepared annually by U.S. embassies, in the assistance of several U.S. government agencies. These reports present a comprehensive look at countries' commercial environments, using economic, political and market analysis."

Country Commercial Guides (1996 to 2001)
(http://www.state.gov/www/about/about_state/business/com_guides/index.html)
Back files from 1996 to 2001 are permanently archived at this site.
"Country Commercial Guides are prepared annually by U.S. embassies, in the assistance of several U.S. government agencies. These reports present a comprehensive look at countries' commercial environments, using economic, political and market analysis."

Country Studies/Area Handbooks (http://lcweb2.loc.gov/frd/cs/cshome.html)
"A continuing series of books prepared by the Federal Research Division of the Library of Congress under the Country Studies/Area Handbook Program sponsored by the Department of the Army. Most books in the series deal with a particular foreign country, describing and analyzing its political, economic, social, and national security systems and institutions, and examining the interrelations of those systems and the ways they are shaped by cultural factors." Also available in print in the TSU Library, check the catalog holdings.

Department of State (http://www.state.gov/)
Contains links to information on international travel and business, country regional information and international topics and issues such as terrorism, human rights and corruption.
SEARCH ENGINES

- **HotBot**
  (http://www.hotbot.com)
  Recent winner of PC Magazine Search contest

- **Excite**
  (http://www.excite.com/)
  Uses keywords or concepts to search Web pages and latest 2 weeks of Usenet articles

- **Alta Vista**
  (http://www.altavista.digital.com)
  Searches full-text of both Web pages and Usenet articles

- **Infoseek**
  (http://www.infoseek.com)
  Keyword and phrase searching of Web sites, Usenet, directory of companies

- **WebCrawler**
  (http://www.webcrawler.com)
  Indexes the content of Web pages, URLs, and titles

- **MetaCrawler**
  (http://www.metacrawler.com)
  Searches some other search engines, Excite, Infoseek, Yahoo, etc. simultaneously

- **Yahoo**
  (http://www.yahoo.com)
  Considered the largest and most popular directory, the sites are cataloged manually

- **Dogpile**
  (http://www.dogpile.com)
  Searches some other search engines, Lycos, Thunderston, Excite, Infoseek, Yahoo, etc. simultaneously

- **Google**
  (http://www.google.com)
  An award winning search engine offering consumers direct access to 3 billion web documents - the world's largest and most comprehensive search engine. Google's diverse collection of documents includes web pages, images, and newsgroup messages.
• **U. S. Commercial Service (http://www.usatrade.gov/)**
  "The U.S. Commercial Service offers valuable assistance to help your export goods and services to markets worldwide. From this site you can access a global listing of trade events, international market research, and practical tools to help with every step of the export process.

• **Virtual International Business and Economic Sources (http://libweb.uncc.edu/ref-bus/vibehome.htm)**
  "Virtual International Business and Economic Sources (VIBES) provides access to sources of international business information. These include links to files in English, statistical tables, and graphs on topics related to international business available on gophersites and websites. VIBES does not include sites, fee-based services, or business directories."

TSU Troy Library    TSU Libraries    Troy State University
**Library Catalogs**

| TSU Libraries Catalog (http://tsulib.troyst.edu/) | Troy Public Library (http://publiclibrary.troy.al.us:81/) |
| Services, books, and other materials in the Troy State University Library | Books and other materials in the Troy Public Library |
| World Catalog | Alabama Public Library Service Catalog (http://sirsi.apls.state.al.us/) |
| Books and other materials in libraries worldwide | Books and other materials |
| Auburn University Libraries (http://www.lib.auburn.edu/) | University of Alabama Libraries (http://www.lib.ua.edu) |
| Books and other materials | Books and other materials |
| Library Servers via WWW (Libweb) (http://sunsite.berkeley.edu/Libweb) | U.S. academic, public, national, state, regional, special, and school libraries worldwide. |

---

**TSU Troy Library**  **TSU Libraries**  **Troy State University**
Dictionaries

- **English Dictionary** ([http://www.m-w.com/mw/netdict.htm](http://www.m-w.com/mw/netdict.htm))
  "Based on Merriam-Webster's Collegiate(R) Dictionary, Tenth Edition."

- **Acronyms and Abbreviations** ([http://www.ucc.ie/cgi-bin/acronym](http://www.ucc.ie/cgi-bin/acronym))
  Look up the meaning of an acronym or abbreviation.

- **Roget's Thesaurus**
  ([http://web.cs.city.ac.uk/text/roget/thesaurus.html](http://web.cs.city.ac.uk/text/roget/thesaurus.html))
  Distributed by Project Gutenberg.

- **Dictionaries and Translators**
  Current dictionaries of different languages and free online translation.

Directories

- **AT&T 800 Directory** ([http://att.net/dir800](http://att.net/dir800))
  Allows searching for businesses in locations, not a comprehensive listing.

- **Switchboard Telephone Directories** ([http://www.switchboard.com](http://www.switchboard.com))
  Separate directories for over 90 million residential and 10 million commercial listings.

- **United States Postal Service ZIP Code Lookup**
  Sponsored by the United States Postal Service, this site offers an easy and convenient way to look up ZIP+4 codes, cities, and state abbreviations.

Geographical and Statistical Sources

- **MapQuest** ([http://www.mapquest.com/](http://www.mapquest.com/))
  A great resource for finding streets anywhere in the U.S.

- **Statistical Abstract** ([http://www.census.gov/stat_abstract](http://www.census.gov/stat_abstract))
  Statistical information on a broad range of topics from the U.S. Bureau of the Census.
Biographical and Quotation Sources

- **A & E Biography** (http://www.biography.com/find/find.html)  
  Biographical sketches of 15,000 prominent figures past and present.

- **Quotations Home Page**  
  (http://www.geocities.com/athens/acropolis/2012/quote.html)  
  Thousands of quotations from a site intended as a place for enjoyment, and general reference.

Consumer Information

- **CompareNet Interactive Buyers Guide** (http://www.comparenet.com)  
  According to *Money Magazine*, "this site has a database with thousands of different models in 41 categories. It is not always up to date, but it is a terrific starting point for product research."

- **Edmunds Automobile Buyer's Guide** (http://www.edmunds.com)  
  Free consumer advice, prices, ratings and safety information.

- **Kelley Blue Book** (http://www.kbb.com)  
  Provides custom report on new and used automobile prices with purchasing tips.

Publishers Information

- **American Association of University Publishers Directory**  
  (http://aaup.princeton.edu/members.html)  
  Addresses, phone, fax and e-mail for nearly 100 university and academic publishers.
HARVARD CORE COLLECTION OF BOOKS 2001
List Required by TSU Regional Librarian

The following list of business books has been deemed essential reference material for the Troy State University students studying in the Taiwan EMBA program.


(Purchased on order with Eastern)***************


(Purchased 10th ed.)

(Purchased 8th ed. 2002 McGraw-Hill Irwin)

(Purchased on order with Eastern)***************

(Purchased 17th ed. 2001)

(Purchased 8th ed. 2001)

(Purchased 10th ed. 2003 McGraw-Hill Irwin)

(Purchased 12th ed. 2002)


(Purchased 10th ed. 2001)


(Purchased 7th ed. 1999 McGraw-Hill Irwin)

(Purchased 7th ed. 2003 Thomson/South-Western)
(purchased 11th ed. 2004 Thomson/South-Western)

(Purchased 2001/02 ed. McGraw-Hill/Irwin)

(14th ed. 2002 McGraw-Hill/Irwin)

(Purchased 10th ed. 2003 Thomson/South-Western)

(Purchased on order with Eastern)************

(Purchased 10th ed. 1994)

The Great writings in marketing: selected readings together with the authors' own retrospective commentaries, compiled by Howard A. Thompson. 2nd ed. Tulsa, Okla.: PennWell Pub. Co., c1981.
(Purchased on order Eastern)*****

(Purchased 2001 ed.)

(Purchased on order Eastern)*****

(Purchased Organizational Behavior: human behavior at work 11th ed. 2002)

(Purchased 8th ed. 2001)

(Purchased 11th ed. 2003)

(Purchased 10th ed. 2000)

(Purchased 6th ed. 2003)


(Purchased 1992)


(Purchased 7th ed. 1998)


(Purchased 8th ed. 2003)


(Purchased 11th ed. 2003)


COMPUTER AGREEMENT
TO WHOM IT MAY CONCERN

International College of IT and Management (ICIM) agrees to provide, administer, and maintain a computer lab for use by students of Troy State University (TSU) in the TSU program. This computer lab is located at the following address:

ICIM
46 Nguyen Troung To St.
Ba Dinh Dist.
Hanoi - Vietnam

ICIM agrees to provide sufficient computers and printers to meet the needs of the students in the TSU program. ICIM will provide computers for dedicated Internet use, which are available to the students in the TSU program.

This agreement is entered into on the 27th day of June 2002, and this agreement is continuous until terminated by mutual agreement.

International College of IT and Management

Mr. Hoan D. Nguyen
Chairman of the Board

Troy State University

Dr. Thomas D. Halbert
South East Asia Regional Director
Computer Lab Facilities
There are a total of 45 computers in the lab. 25 of these computers are equipped with Intechnica software connected by AV Net Network. These computers will facilitate the language courses, audio and video facilities. Most of the computers are Pentium computers equipped with Windows 95 and Microsoft Office 97 and 14" monitor. The opening hours of the computer lab and library are:

Mon-Fri : 9:00 am – 9:00 pm
Saturday : 9:00 am – 1:00 pm
Sunday & Public Holidays : Close

During the semester breaks, the computer lab will be closed, but the library will open from 9am to 6pm.
POSITION DESCRIPTION FOR SITE COORDINATOR
PROGRAM COORDINATOR JOB DESCRIPTION

I. Responsibilities in General

The coordinator is the designated TSU site representative. The position is responsible for the effective and efficient operation of academic programs at the site in accordance with University regulations and policies. The position can include supervisory as well as non-supervisory responsibilities.

II. Specific Duties

1. Student Services-Academic

A. Counsel students about degree programs, admission requirements and other university regulations (GPA, incompletes, other).
B. Evaluate student transfer credit and prepare petitions for such credit.
C. Track temporary and conditional admissions, update admission status letters, and otherwise carefully manage student files.
D. Conduct term registration, insuring that students provide all necessary paperwork.
E. Prepare, proctor, and arrange for the grading of exams.
F. Prepare and distribute to classes announcements concerning exam dates and other matters.

2. Course Management

A. Create and publish annual course schedule (and changes as necessary).
B. Insure timely arrival of faculty syllabi for registration.
C. Prepare class/grade roster for faculty.
D. Coordinate classroom assignments with the university.
E. Insure distribution of course critiques.
F. Insure that final grades arrive on time and are supported by incomplete forms, where necessary.

3. Financial Management

A. Ensure timely transfer of funds to TSU main campus.
B. Prepare revenue reports.
C. Maintain a budget ledger cumulating expenses by line item.
D. Maintain accurate ledger of student accounts receivable.

--Continued--
4. Office Management

A. Maintain mail/fax log.
B. Collect data necessary for institutional effectiveness or required by external agencies (summarize course critiques, student exit surveys, comp exam pass rates, etc.).
C. Maintain complete and current faculty files.

5. Logistical Duties

A. Order, receive, and ship books.
B. Arrange lodging and confirmation for faculty.
C. Maintain office supplies, including an inventory of TSU and other forms.
D. Copy needed materials (syllabi, exams, course readings, etc.).
E. Provide staff support for faculty during their visits (e.g., assistance with equipment and logistics).

6. Other Duties as Necessary

III. Qualifications

Master's degree from regionally accredited institution preferred. Ability to work in a dynamic environment, consisting of students, faculty, university personnel, and other TSU staff. Some administrative-supervisory experience, particularly in academic setting, highly desirable. Ability to maintain academic standards and confidentiality of academic records. Computer literacy required. Written and verbal fluency in English required.
ORGANIZATIONAL CHARTS
ANNUAL SITE BUDGET
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td>135000</td>
</tr>
<tr>
<td><strong>Expenditures:</strong></td>
<td></td>
</tr>
<tr>
<td>Faculty Salary</td>
<td>50000</td>
</tr>
<tr>
<td>Administrative Salary</td>
<td>42000</td>
</tr>
<tr>
<td>Library Resources</td>
<td>2000</td>
</tr>
<tr>
<td>Travel Expenses</td>
<td>18000</td>
</tr>
<tr>
<td>Postage/shipping/Telephone</td>
<td>2000</td>
</tr>
<tr>
<td>Marketing/Advertising</td>
<td>2000</td>
</tr>
<tr>
<td><strong>Sub Total</strong></td>
<td>116000</td>
</tr>
<tr>
<td>Indirect Expenses (15%)</td>
<td>17400</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td>133400</td>
</tr>
</tbody>
</table>